

## Visual History Archive Online: Accessibility Conformance Report

VPAT® Version 2.0: October 2017

**Name of Product/Version:** Visual History Archive Online, USC Shoah Foundation

**Product Description:** Dedicated to making audio-visual interviews with survivors and witnesses of the Holocaust and other genocides a compelling voice for education and action. More than 55,000 searchable video testimonies are available for viewing at subscribing educational and research institutions around the world. Around 1,800 are available for viewing in VHA Online. They average a little over two hours each in length and were conducted in 62 countries and 41 languages.

**Date:** December, 2017

**Contact information:** email.technicalsupport@proquest.com

**Notes:** ProQuest has conducted and provided this conformance report on behalf of our partner, The Shoah Foundation at the University of Southern California's Institute for Visual History and Education.

**Evaluation Methods Used:** Methods and tools:

- [WebAim's WAVE \(Web Accessibility Evaluation tool\)](#)  
(Used mostly for conducting preliminary accessibility audit prior to completion of this report.)
- [Color Contrast Analyzer tool](#)
- [NVDA](#) (NonVisual Desktop Access) screen-reader utility
- [Fangs](#) screen-reader emulator
- Keyboard-access manual testing and assessment

## 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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A: Yes Level AA: Yes Level AAA: Yes
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	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.
- **Supports with Exceptions:** 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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1 (Web)</li> <li>• 10.2.1 (non-web document)</li> <li>• 11.2.1.1 (Software)</li> <li>• 11.2.2.1 (Closed Functionality Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with Exceptions</p>	<ul style="list-style-type: none"> <li>• The Visual History Archive (VHA) online is built around non-text video content.</li> <li>• Images, both functional and decorative, are at a minimum in the VHA interface.</li> <li>• Those that do exist include video thumbnails and action buttons.</li> <li>• When video thumbnails display, as images of the corresponding interviewee, accompanying Name metadata labels display the person’s name. Both the thumbnails and names are links to play the video.</li> <li>• Action button links display with concise, meaningful text labels.</li> <li>• Compliance determined by observation and product use.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2 (Web)</li> <li>• 10.2.2 (non-web document)</li> <li>• 11.2.1.2 (Software)</li> <li>• 11.2.2.2.1 and 11.2.2.2.2 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• All videos have corresponding user-controlled slide show versions available.</li> <li>• Sometimes videos are not available in VHA Online. Users are instructed to visit a partner institution in person to view those videos. Slideshows are available for those unavailable videos.</li> <li>• German-language videos have transcripts available.</li> <li>• Around 1,000 transcripts were added in 2017 for English-language videos. (Shoah has plans to provide transcripts for all videos.)</li> <li>• Compliance determined by observation and product use.</li> </ul>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3 (Web)</li> <li>• 10.2.3 (non-web document)</li> <li>• 11.2.1.3 (Software)</li> <li>• 11.2.2.3 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Only German-language videos have captioning available.</li> <li>• Again, user-controlled slide shows are available for all videos.</li> <li>• Because each video is indexed to one-minute segments for items of discussion during the interview, users can search for and explore areas of particular (indexed) interest within a video.</li> <li>• Compliance determined by observation and product use.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4 (Web)</li> <li>• 10.2.4 (non-web document)</li> <li>• 11.2.1.4 (Software)</li> <li>• 11.2.2.4 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<ul style="list-style-type: none"> <li>• A user-controlled slide presentation is available for each video. Presentations are self-advancing, with user controls available to decrease or increase the playback speed, as well as move forward or backward in the presentation.</li> <li>• Compliance determined by observation and product use.</li> </ul>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.7 (Web)</li> <li>• 10.2.7 (non-web document)</li> <li>• 11.2.1.7 (Software)</li> <li>• 11.2.2.7 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Using the WAVE toolbar and observational assessments turned up some specific failures that need to be corrected relevant to form labels/ids. <b>Missing form label, Orphaned form label, and Multiple form label</b> errors were identified.</li> <li>• The WAVE toolbar and the Fangs screen-reader emulator also revealed the need to examine and in some cases, correct, how heading tags are used on the site to structure content.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.8 (Web)</li> <li>• 10.2.8 (non-web document)</li> <li>• 11.2.1.8 (Software)</li> <li>• 11.2.2.8 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Content and controls on most site pages are structured in an intuitive manner, such that a user can learn and take advantage of available functionality.</li> <li>• WAVE toolbar revealed the need to use heading tags correctly on all pages to structure content.</li> <li>• Tab order on site pages seems correct.</li> <li>• Visual tab focus can be improved, with some specific corrections noted in accessibility-audit spreadsheet.</li> <li>• A ‘Skip navigation’ link is in place and read out by NVDA screen reader, but the link is not visible when read; it needs to be.</li> <li>• Compliance determined by WAVE toolbar, keyboard, observation, and product use.</li> </ul>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.9 (Web)</li> <li>• 10.2.9 (non-web document)</li> <li>• 11.2.1.9 (Software)</li> <li>• 11.2.2.9 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<ul style="list-style-type: none"> <li>• Neither content or functionality elements depend on sensory characteristics of shape, size, visual location, orientation, or sound.</li> <li>• In results lists of matching video interviews, the user can click either the video thumbnail of the corresponding textual representation of the interviewee’s name to play the video.</li> <li>• Compliance determined by observation and product use.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.10 (Web)</li> <li>• 10.2.10 (non-web document)</li> <li>• 11.2.1.10 (Software)</li> <li>• 11.2.2.10 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• In general, VHA Online does not use color to convey meaning, purpose, intent, or orientation.</li> <li>• VHA Online does use color to indicate the current main navigation selection. When the page is viewed in gray scale, the color (red) used to indicate the current nav selection exhibits lower contrast than its cohorts, visually isolating it from the other nav selections... though contrast should be improved.</li> <li>• Compliance determined using Color Contrast Analyzer, and Photoshop gray-scale mode.</li> </ul>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.11 (Web)</li> <li>• 10.2.11 (non-web document)</li> <li>• 11.2.1.11 (Software)</li> <li>• 11.2.2.11 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<ul style="list-style-type: none"> <li>• No audio plays automatically on load of any page on the site. However, if the user plays any available video, the video player provides a volume control allowing the user to set the volume independent of the computer's volume control. The user can also mute the video audio.</li> <li>• Compliance determined with observation/manual testing.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.15 (Web)</li> <li>• 10.2.15 (non-web document)</li> <li>• 11.2.1.15 (Software)</li> <li>• 11.2.2.15 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Much functionality across the site is keyboard accessible. However, there so seem to be some major exceptions and problem areas, like the Index Search page.</li> <li>• The ‘Places Search’ page seems to lack some keyboard support. For example, fully scrolling and exploring and selecting contents of the Locations and Types lists using the keyboard alone does not seem possible.</li> <li>• The Index Search with its nested ‘Term Choices’ list is bewildering to attempt to use with a keyboard alone.</li> <li>• Compliance determined with observation, manual keyboard testing, and NVDA.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.16 (Web)</li> <li>• 10.2.16 (non-web document)</li> <li>• 11.2.1.16 (Software)</li> <li>• 11.2.2.16 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Does not support</p>	<ul style="list-style-type: none"> <li>• Whether the user is in a ‘genuine’ keyboard trap, or in a ‘perceived’ trap... because the focus has gone to an item within a long, collapsed list... is immaterial; the user cannot move on from where they are.</li> <li>• The visually hard-to-perceive focus can make matters worse. The user can easily experience an effective keyboard trap.</li> <li>• Many nested lists on search pages can be very long... such as the ‘Indexing Terms Choices’ list on Index Search. Once the user has tabbed into the middle of a list, it can be very difficult to get out using the keyboard.</li> <li>• ‘Places Search’ provides another example of a page where it might not be immediately clear to a keyboard user how they would access the ‘Locations’ selections at the left-side of the page. Although tabbing can get you to the Locations/Types radio buttons... and arrow keys or space bar let you choose,... it is not obvious how you navigate to corresponding options for either using the keyboard.</li> <li>• Compliance determined with observation and manual keyboard testing.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.17 (Web)</li> <li>• 10.2.17 (non-web document)</li> <li>• 11.2.1.17 (Software)</li> <li>• 11.2.2.17 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• VHA Online does not enforce any time limits.</li> </ul>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.18 (Web)</li> <li>• 10.2.18 (non-web document)</li> <li>• 11.2.1.18 (Software)</li> <li>• 11.2.2.18 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• There is no moving, blinking, scrolling, or auto-updating information in VHA Online.</li> <li>• It is relevant to note here that video content, in the form of genocide-survivor interviews, plays in a viewer that allows the user to Play, Pause, and Stop the video.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.19 (Web)</li> <li>• 10.2.19 (non-web document)</li> <li>• 11.2.1.19 (Software)</li> <li>• 11.2.2.19 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• VHA Online does not provide any content that contains or causes flashes.</li> </ul>
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.20 (Web)</li> <li>• 10.2.20 (non-web document) – Does not apply</li> <li>• 11.2.1.20 (Software) – Does not apply</li> <li>• 11.2.2.20 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Does not support</p>	<ul style="list-style-type: none"> <li>• Although exploring site pages while listening with NVDA reveals the presence of a ‘Skip Navigation’ link, it may not be positioned correctly in the code... as the link name reads out,... followed by the navigation links which are not skipped.</li> <li>• Compliance determined with observation, manual keyboard testing, and NVDA.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.21 (Web)</li> <li>• 10.2.21 (non-web document)</li> <li>• 11.2.1.21 (Software) - Does not apply</li> <li>• 11.2.2.21 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Each page has a concise, meaningful title.</li> <li>• However, there are several recognized problems: <ul style="list-style-type: none"> <li>➤ Heading tags are not used correctly to structure page content. For example, page titles are &lt;H2&gt;, with no defined &lt;Hi&gt; on the page... and no apparent sub-headings defined with heading tags.</li> <li>➤ Page titles display in a non-standard position at the right-top of the page vs. the normal left-top.</li> <li>➤ Title placement is inconsistent with vertical placement. For example, Search vs. Index Search pages.</li> <li>➤ Compliance determined with observation, manual keyboard testing, Fangs screen-reader emulator, and NVDA.</li> </ul> </li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.22 (Web)</li> <li>• 10.2.22 (non-web document)</li> <li>• 11.2.1.22 (Software)</li> <li>• 11.2.2.22 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<p>Although the tab order seems mostly correct on most pages, there are problems encountered across the site:</p> <ul style="list-style-type: none"> <li>• The tab focus is often not visually obvious.</li> <li>• As the user tabs through the interactive elements on the page, the visual focus appears to disappear when encountering a collapsed list of checkbox controls. For example, in the ‘Collections’ list on the Search page. If the ‘Canadian Collections’ list is collapsed, continuing to tab when you reach that item, causes the focus to go into that collapsed list of items. The focus should only go into that list if the user has pressed Enter to expand that list first.</li> <li>• Compliance determined with observation, manual keyboard testing, and NVDA.</li> <li>• On the Quick Search page, access to three combo-box drop-downs (hidden behind a ‘down’ chevron by default), is problematic/non-intuitive by default. The drop-downs are Language, Gender, and Experience Group.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.23 (Web)</li> <li>• 10.2.23 (non-web document)</li> <li>• 11.2.1.23 (Software)</li> <li>• 11.2.2.23 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<ul style="list-style-type: none"> <li>• Links text across the site conveys the meaning or purpose of the link.</li> <li>• Compliance determined with observation, manual keyboard testing, and NVDA.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.27 (Web)</li> <li>• 10.2.27 (non-web document)</li> <li>• 11.2.1.27 (Software)</li> <li>• 11.2.2.27 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Does not support</p>	<ul style="list-style-type: none"> <li>• Code for pages across the site lacks a language declaration in an HTML tag that takes the format of: &lt;html lang="en"&gt;</li> <li>• Relevant note: Although pages do include a DOCTYPE statement that looks like this: &lt;!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd"&gt; The 'EN' is not sufficient for the standard. From: <a href="https://www.w3.org/International/questions/qa-html-language-declarations">https://www.w3.org/International/questions/qa-html-language-declarations</a>: “The DOCTYPE that should start any HTML file may contain what looks to some people like a language declaration. The DOCTYPE in the example (shown above here) contains the text EN, which stands for 'English'. This, however, indicates the language of the schema associated with this document – it has nothing to do with the language of the document itself.”</li> <li>• Compliance determined with observation, and consultation of the relevant WCAG standard.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.29 (Web)</li> <li>• 10.2.29 (non-web document)</li> <li>• 11.2.1.29 (Software)</li> <li>• 11.2.2.29 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<ul style="list-style-type: none"> <li>• There is no control where focus alone (in the absence of user action on that control) initiates a change in context.</li> <li>• Compliance determined with observation and manual keyboard testing.</li> </ul>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.30 (Web)</li> <li>• 10.2.30 (non-web document)</li> <li>• 11.2.1.30 (Software)</li> <li>• 11.2.2.30 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• For most form-controls, user selections do not cause a change in context. However, some selections do cause what might be an unexpected change in context. For example, on the <b>Experience Groups Search</b> page, selecting a radio button associated with a specific group, such as Jehovah's Witness Survivor... causes a page offering narrowing criteria for that group. The change in context happens automatically upon selection... even though on-screen text instructs the user to make a selection and then click <b>Next</b>... even though the latter instruction seems unnecessary.</li> <li>• Compliance determined with observation and manual keyboard testing.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.33 (Web)</li> <li>• 10.2.33 (non-web document)</li> <li>• 11.2.1.33 (Software)</li> <li>• 11.2.2.33 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Entering a random string of characters like 'sdlkjfgerwhk' into the Quick Search-page input triggers a 'Did you mean' list of possible matches—with a handful suggested, along with a link to show (a lot) more and a corresponding toggle to show less. NVDA does not read 'Did you mean' message or possible selections aloud.</li> <li>• Entering a nonsense string into inputs on People Search, or Places Search causes the following (non-red) text message to display: 0 Indexing Term(s) found. The error is easy to overlook. NVDA does not read this message aloud.</li> <li>• Compliance determined with observation, manual keyboard testing, and NVDA.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.34 (Web)</li> <li>• 10.2.34 (non-web document)</li> <li>• 11.2.1.34 (Software)</li> <li>• 11.2.2.34 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Across the site, form controls and control groups (as necessary) have corresponding, meaningful display labels. However, when reviewing the page with NVDA, many controls are missing label/ID designations that would allow NVDA to read aloud the label. For example, on People Search, both First Name and Last Name labels display above corresponding inputs. However, when using NVDA, neither input label is vocalized. Instances of identified exceptions are listed in the accessibility audit completed in advance of this report.</li> <li>• Concise on-screen instructional text is displayed as deemed necessary or helpful.</li> <li>• Compliance determined with WAVE toolbar, observation, manual keyboard testing, and NVDA.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.37 (Web)</li> <li>• 10.2.37 (non-web document)</li> <li>• 11.2.1.37 (Software)</li> <li>• 11.2.2.37 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• The site appears to be built with well-structured HTML.</li> <li>• Errors detected by the WAVE toolbar fall generally into two kinds: <ul style="list-style-type: none"> <li>➤ Errors around missing, orphaned, or multiple form-control labels.</li> <li>➤ Errors around missing alternative text for images.</li> </ul> </li> </ul> <p>These errors are noted in the accessibility audit conducted in advance of this report.</p> <p>Cleaning up these errors would go a long way to assuring compliance.</p> <ul style="list-style-type: none"> <li>• Compliance determined with WAVE toolbar, observation, manual keyboard testing, and NVDA.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.38 (Web)</li> <li>• 10.2.38 (non-web document)</li> <li>• 11.2.1.38 (Software)</li> <li>• 11.2.2.38 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Errors detected by the WAVE toolbar fall generally into two kinds: <ul style="list-style-type: none"> <li>➤ Errors around missing, orphaned, or multiple form-control labels.</li> <li>➤ Errors around missing alternative text for images.</li> </ul> </li> </ul> <p>These errors are noted in the accessibility audit conducted in advance of this report.</p> <p>Cleaning up these errors would go a long way to assuring compliance.</p> <ul style="list-style-type: none"> <li>• Compliance determined with WAVE toolbar, observation, manual keyboard testing, and NVDA.</li> </ul>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5 (Web)</li> <li>• 10.2.5 (non-web document)</li> <li>• 11.2.1.5 (Software)</li> <li>• 11.2.2.5 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• VHA Online does not provide live audio.</li> <li>• Compliance determined with observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.6 (Web)</li> <li>• 10.2.6 (non-web document)</li> <li>• 11.2.1.6 (Software)</li> <li>• 11.2.2.6 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Audio-only descriptions of videos included in VHA Online are not provided.</li> <li>• User-controlled slideshow presentations are provided for all videos.</li> <li>• Captions and transcripts are provided for German-language videos.</li> <li>• Around 1,000 transcripts were added in 2017 for English-language videos. (Shoah has plans to provide transcripts for all videos.)</li> <li>• Compliance determined with observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.12 (Web)</li> <li>• 10.2.12 (non-web document)</li> <li>• 11.2.1.12 (Software)</li> <li>• 11.2.2.12 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Some page elements need to be improved with respect to contrast. Users can Tab through interactive page elements using the keyboard.</li> <li>• Users can navigate and make list selections using the keyboard.</li> <li>• Users can access video and slideshow controls using the keyboard.</li> <li>• With exceptions, page content, including form controls are accessible to a screen reader.</li> <li>• ‘Skip navigation’ is available (but not visible; fix needed).</li> <li>• Heading tags need to be introduced and used correctly across the site.</li> <li>• With exceptions, contrast between text and background is at least 7:1.</li> <li>• Conformance determined with manual keyboard testing, WAVE toolbar, NVDA screen reader, Fangs, and observation.</li> <li>• Compliance determined with Color Contrast Analyzer.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.13 (Web)</li> <li>• 10.2.13 (non-web document)</li> <li>• 11.2.1.13 (Software)</li> <li>• 11.2.2.13 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does not support	<ul style="list-style-type: none"> <li>• Pages like Places Search, and the Results page quickly become unusable (with some content inaccessible) as you zoom the page.</li> <li>• Compliance determined with manual keyboard testing/browser zoom.</li> </ul>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.14 (Web)</li> <li>• 10.2.14 (non-web document)</li> <li>• 11.2.1.14 (Software)</li> <li>• 11.2.2.14 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does not support	<ul style="list-style-type: none"> <li>• A major failing of this is standard is evident in the Places Search page experience. Google maps, as images, provide textual representation of places on maps. However, place names on the maps remain tiny, even as the user zooms in using the Google Maps zoom control. Using the browser zoom control does not zoom the map and enlarge the text.</li> <li>• Compliance determined with manual keyboard testing/browser zoom.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.24 (Web)</li> <li>• 10.2.24 (non-web document) – Does not apply</li> <li>• 11.2.1.24 (Software) – Does not apply</li> <li>• 11.2.2.24 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Supports</p>	<ul style="list-style-type: none"> <li>• Each site page is accessible through both the main navigation, and a Site Map... available on the main navigation's Help link.</li> <li>• Compliance determined with observation.</li> </ul>
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.25 (Web)</li> <li>• 10.2.25 (non-web document)</li> <li>• 11.2.1.25 (Software)</li> <li>• 11.2.2.25 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Although it appears that pages use headings and subheadings to structure page content, the methods used fall short of the standard. Heading tags are not used consistently or correctly. For example, although the Experience Groups Search page displays headings and subheadings... Fangs reveals zero use of heading tags on the page. Page titles need to be defined as &lt;H1&gt;, with subheadings used appropriately to further sub-divide the page.</li> <li>• Compliance determined with Fangs, WAVE toolbar, and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.26 (Web)</li> <li>• 10.2.26 (non-web document)</li> <li>• 11.2.1.26 (Software)</li> <li>• 11.2.2.26 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Does not support</p>	<ul style="list-style-type: none"> <li>• As you tab through interactive elements on the page, it is very difficult to pick up where the current focus is... using either Firefox or IE. On Chrome, it is marginally a little better.</li> <li>• Compounding the problem is that focus will ‘disappear’ as you reach and then (erroneously) continue to tab through collapsed lists. If a list is collapsed, then you should need to press Enter to expand the list and then continue to tab through its contents.</li> <li>• Another problem: On the Quick Search page, the headings: Experience Groups, Index, People, and Places turn white/disappear as you tab through them.</li> <li>• Compliance determined with manual keyboard testing and observation.</li> </ul>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.28 (Web)</li> <li>• 10.2.28 (non-web document)</li> <li>• 11.2.1.28 (Software) – Does not apply</li> <li>• 11.2.2.28 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Does not support</p>	<ul style="list-style-type: none"> <li>• Transcripts are available for German-language videos. Transcripts advance automatically as video plays and progresses. Using NVDA, you hear the transcript read aloud as it would sound read phonetically by a non-native German speaker.</li> <li>• Around 1,000 transcripts were added in 2017 for English-language videos. (Shoah has plans to provide transcripts for all videos.)</li> <li>• Compliance determined with NVDA and observation of the code source.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.31 (Web)</li> <li>• 10.2.31 (non-web document) – Does not apply</li> <li>• 11.2.1.31 (Software) – Does not apply</li> <li>• 11.2.2.31 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Supports</p>	<ul style="list-style-type: none"> <li>• The same set of navigational link elements are available to the user—in the same order—throughout the site. Page destinations referenced by these links remain consistent across the site.</li> <li>• Compliance determined with manual keyboard testing and observation.</li> </ul>
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.32 (Web)</li> <li>• 10.2.32 (non-web document) – Does not apply</li> <li>• 11.2.1.32 (Software) – Does not apply</li> <li>• 11.2.2.32 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Supports</p>	<ul style="list-style-type: none"> <li>• Labeling of UI elements is consistent across VHA Online.</li> <li>• Compliance determined with manual keyboard testing and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.35 (Web)</li> <li>• 10.2.35 (non-web document)</li> <li>• 11.2.1.35 (Software)</li> <li>• 11.2.2.35 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<ul style="list-style-type: none"> <li>• VHA Online provides a meaningful message in the event of user input error. Opportunities for encountering input errors are few.</li> <li>• Compliance determined with manual keyboard testing and observation.</li> </ul>
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.36 (Web)</li> <li>• 10.2.36 (non-web document)</li> <li>• 11.2.1.36 (Software)</li> <li>• 11.2.2.36 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• There are no scenarios in VHA Online where a user could suffer ‘serious consequences’ resulting from an action in VHA Online.</li> <li>• Users can create and share projects, but can create, modify, or delete only their own projects.</li> <li>• Compliance determined with manual keyboard testing and observation.</li> </ul>

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Does not support	<ul style="list-style-type: none"> <li>• There is no provision made for sign language interpretation of videos in VHA Online.</li> <li>• Compliance determined with manual keyboard testing and observation.</li> </ul>
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Does not support	<ul style="list-style-type: none"> <li>• There is no provision made for extended audio descriptions of either video or corresponding slide shows in VHA Online.</li> <li>• Compliance determined with manual keyboard testing and observation.</li> </ul>
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports with exceptions	<ul style="list-style-type: none"> <li>• Auto-scrolling text transcripts and captioning are provided for German-language videos.</li> <li>• Around 1,000 transcripts were added in 2017 for English-language videos. (Shoah has plans to provide transcripts for all videos.)</li> <li>• Worth noting here that all interviewee testimonies are available as user-controlled slide shows (no audio)... in all language—even when the video is not available in VHA Online. (When videos are not available online, users are directed to visit a partner Shoah Foundation institution.)</li> <li>• Compliance determined with manual keyboard testing and observation.</li> </ul>
<p><a href="#">1.2.9 Audio-only (Live)</a> (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply</p>	Not applicable	<ul style="list-style-type: none"> <li>• VHA Online does not provide live audio (or video).</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.6 Contrast Enhanced</u></b> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Most text on the site, including large text, is dark gray-to-black, on a white background... with a contrast of at least 7.44:1. Some exceptions: <ul style="list-style-type: none"> <li>➤ On the viewing screen page, there is blue text on a lighter blue background... with contrast of 3.7:1.</li> <li>➤ On the Places Search page, there are list-expand controls (⊕)... that show the '+' sign in a slightly darker gray against a light gray background... with contrast of 1.53:1.</li> <li>➤ On all search pages, there are button links that provide white labels against a pastel lavender... with contrast of 3.63:1.</li> </ul> </li> <li>• Compliance determined with Color Contrast Analyzer.</li> </ul>
<p><b><u>1.4.7 Low or No Background Audio</u></b> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• VHA Online does not provide any audio-only content.</li> <li>• It is worth noting that all video testimonies are recorded in an environment free from noise distractions.</li> <li>• Compliance determined though observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.8 Visual Presentation</u></b> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• There are a few instances of pages that contain line length in excess of 80 characters, with and without spaces. About Us, and People Search pages are examples.</li> <li>• Textual content on About Us pages is justified.</li> <li>• Foreground and background colors are specified for content blocks.</li> <li>• With the exception of About Us pages (where the text is long enough that the user already has to scroll, the user is not required to scroll either horizontally or vertically when the text size is doubled.</li> <li>• Compliance determined using Word’s ‘word count’ feature, manual keyboard testing, and observation.</li> </ul>
<p><b><u>1.4.9 Images of Text (No Exception) Control</u></b> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• Decorative use: The Shoah Foundation logo image contains displays at the top-left of all site pages. Considered ‘essential.’ (Clicking the logo takes the user to: <a href="http://sfi.usc.edu/">http://sfi.usc.edu/</a>)</li> <li>• Functional use: VHA Online uses Google Maps in its Places Search and viewing screen pages. Place names on the map are not accessible as textual content when interacting with the map. However, as you select ‘pins’ on the map, denoting sites where testimonies are available, those corresponding sites become available as listed search terms the user can select.</li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.3 Keyboard (No Exception)</u></b> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports with exceptions	<ul style="list-style-type: none"> <li>• Most controls and functionality are keyboard accessible. Some problematic exceptions include: <ul style="list-style-type: none"> <li>➤ Trying to tab through the ‘Locations’ list on Places Search page.</li> <li>➤ Using the keyboard to navigate to the very long nested list of ‘Indexing Term Choices’... and then ‘Add’ your terms to the ‘Selected Indexing Terms’ list.</li> <li>➤ On the Experience Groups Search page... the radio button selections—with the exception of Global Search, are skipped over in the tab order when using IE or Chrome.</li> </ul> </li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>
<p><b><u>2.2.3 No Timing</u></b> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not applicable	<ul style="list-style-type: none"> <li>• VHA Online does not enforce or prescribe time limits for any user interaction.</li> <li>• Compliance determined by observation.</li> </ul>
<p><b><u>2.2.4 Interruptions</u></b> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not applicable	<ul style="list-style-type: none"> <li>• VHA Online does not employ any interruptions, like alerts or updates.</li> <li>• Compliance determined by observation.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.5 Re-authenticating</a> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> <li>• VHA does enforce a timeout period. Note: The length of the timeout period is not documented on the VHA Online site, in the Help, or in the 2013 user manual. After a timeout and re-authentication, the page the user was on before the timeout displays. There is no loss of user data.</li> <li>• Compliance determined by observation.</li> </ul>
<p><a href="#">2.3.2 Three Flashes</a> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not applicable	<ul style="list-style-type: none"> <li>• VHA Online does not provide any content that provides for flashing or blinking. Interviews are generally recorded in a home setting, with the interviewer and interviewee seated, facing one another. Any flashes or blinking during video playback would be incidental and unintended.</li> <li>• Compliance determined by observation.</li> </ul>
<p><a href="#">2.4.8 Location</a> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not applicable	<ul style="list-style-type: none"> <li>• With the exception of the Experience Groups Search, VHA Online is not sufficiently complex to require breadcrumbs or similar techniques to inform the user of where they are in a task sequence.</li> <li>• Although the Experience Groups Search experience can involve a ‘page sequence of steps/selections’,... there is no consistent, ordered sequence that will apply to all searches. User selections determine the path and sequence for any given search in an ad-hoc fashion.</li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> <li>• The purpose of each text or image-based link can be determined by the text label.</li> <li>• The same link in different page/site locations or contexts reference the same destination or function.</li> <li>• Context does matter. For example, a ‘Back’ button-link on one page will likely not return the user back to the same page as the ‘Back button-link on another page,... depending on the current page context. However, the function of that button-link is consistent across the site.</li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>
<p><a href="#">2.4.10 Section Headings</a> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Does not support	<ul style="list-style-type: none"> <li>• VHA Online would benefit in both accessibility and usability if it introduced and used correctly heading tags on all pages.. which is not the case today.</li> <li>• Compliance determined by WAVE toolbar, Fangs screen-reader emulator, manual keyboard testing and observation.</li> </ul>
<p><a href="#">3.1.3 Unusual Words</a> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> <li>• Beyond form-control labels and selectable terms, VHA Online displays minimal text with few ‘unusual’ words or jargon. The only possible candidates are ‘segment’ and ‘testimony.’ Both are explained in context in About Us and Help pages.</li> <li>• Compliance determined by observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.4 Abbreviations</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> <li>• The abbreviations USC (University of Southern California), FAFG (La Fundación de Antropología Forense de Guatemala), and JFCS (Jewish Family and Children’s Services) are used on the site. Expansions/explanations of each are included on the About Us &gt; The Archive page.</li> <li>• Compliance determined by observation.</li> </ul>
<p><a href="#">3.1.5 Reading Level</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not applicable	<ul style="list-style-type: none"> <li>• Textual content on the site is not beyond what someone with nine years of primary education could comprehend.</li> <li>• Compliance determined by observation.</li> </ul>
<p><a href="#">3.1.6 Pronunciation</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Does not support	<ul style="list-style-type: none"> <li>• VHA Online does not provide either pronunciation functionality or a glossary.</li> <li>• Compliance determined by observation.</li> </ul>
<p><a href="#">3.2.5 Change on Request</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<ul style="list-style-type: none"> <li>• Supports</li> </ul>	<ul style="list-style-type: none"> <li>• VHA Online does not provide for any page changes, dynamic behavior, or change in keyboard behavior that is not initiated by the user.</li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>
<p><a href="#">3.3.5 Help</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<ul style="list-style-type: none"> <li>• Supports with exceptions.</li> </ul>	<ul style="list-style-type: none"> <li>• VHA Online provides on-screen form instructions across the site.</li> <li>• Some geographic location data displayed on hover of places in segment information on viewing screen/page.</li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<ul style="list-style-type: none"><li>• Supports</li></ul>	<ul style="list-style-type: none"><li>• Where users can submit information, mostly as search criteria, feedback in the form of results, or 0 results is given. The user can run a new search, or, in the case of specific search criteria, can go back to a criteria-list page, change their criteria and run a different search.</li><li>• Compliance determined by manual keyboard testing and observation.</li></ul>

## 2017 Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with exceptions	<ul style="list-style-type: none"> <li>• Users can Tab through interactive page elements using the keyboard.</li> <li>• Users can navigate and make list selections using the keyboard.</li> <li>• Users can access video and slideshow controls using the keyboard.</li> <li>• With exceptions, page content, including form controls are accessible to a screen reader.</li> <li>• 'Skip navigation' is available (but not visible; fix needed).</li> <li>• Heading tags need to be introduced and used correctly across the site.</li> <li>• With exceptions, contrast between text and background is at least 7:1.</li> <li>• Conformance determined with manual keyboard testing, WAVE toolbar, NVDA screen reader, Fangs, and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Supports with exceptions	<ul style="list-style-type: none"> <li>• Users can Tab through interactive page elements using the keyboard.</li> <li>• Users can navigate and make list selections using the keyboard.</li> <li>• Users can access video and slideshow controls using the keyboard.</li> <li>• With exceptions, page content, including form controls are accessible to a screen reader.</li> <li>• 'Skip navigation' is available (but not visible; fix needed).</li> <li>• Heading tags need to be introduced and used correctly across the site.</li> <li>• With exceptions, contrast between text and background is at least 7:1.</li> <li>• Conformance determined with manual keyboard testing, WAVE toolbar, NVDA screen reader, Fangs, and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports with exceptions	<ul style="list-style-type: none"> <li>• Except for using red to denote the current main navigation selection, color is not used to draw attention or differentiate between UI elements.</li> <li>• Examples if exceptions/problem areas: <ul style="list-style-type: none"> <li>➤ On the viewing screen page, there is blue text on a lighter blue background... with contrast of 3.7:1.</li> <li>➤ On the Places Search page, there are list-expand controls (⊕)... that show the '+' sign in a slightly darker gray against a light gray background... with contrast of 1.53:1.</li> <li>➤ On all search pages, there are button links that provide white labels against a pastel lavender... with contrast of 3.63:1.</li> </ul> </li> <li>• Conformance determined with Color Contrast Analyzer and observation.</li> </ul>
302.4 Without Hearing	Supports with exceptions	<ul style="list-style-type: none"> <li>• Transcripts and captioning are available for a sub-set of the videos available for viewing online.</li> <li>• Compliance determined by observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Supports with exceptions	<ul style="list-style-type: none"> <li>• Transcripts and captioning are available for a sub-set of the videos available for viewing online.</li> <li>• Compliance determined by observation.</li> </ul>
302.6 Without Speech	Not applicable	<ul style="list-style-type: none"> <li>• VHA Online does not require (or accommodate) user speech input.</li> <li>• Compliance determined by observation.</li> </ul>
302.7 With Limited Manipulation	Supports with exceptions	<ul style="list-style-type: none"> <li>• Although interactive page elements are available using the keyboard, VHA Online users would benefit from larger default sizes for many controls. For example, the long list of terms and corresponding expand/collapse icons are by default, small and tightly packed together... making fine-motor control a requirement for accuracy.</li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>
302.8 With Limited Reach and Strength	Supports	<ul style="list-style-type: none"> <li>• Video testimonies—including video controls to play, stop, pause—are accessible using the keyboard.</li> <li>• User-controlled slideshows are available for all videos, including those testimonies for which video is not available in VHA Online.</li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<ul style="list-style-type: none"> <li>• The VHA Online interface does not present long, complex blocks of text.</li> <li>• The site does not use ‘unusual’ words or jargon.</li> <li>• Labeling across the site is clear, concise, and consistent.</li> <li>• The site provides on-screen instructions as appropriate to context.</li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>

#### Chapter 4: Hardware

Notes: Not applicable. Removed.

#### Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports with exceptions	<ul style="list-style-type: none"> <li>• The user can choose to: <ul style="list-style-type: none"> <li>➤ View the video, as available.</li> <li>➤ Read available transcripts and captioning.</li> <li>➤ Interact with the corresponding slide show.</li> </ul> </li> <li>• Compliance determined with observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	Supports	<ul style="list-style-type: none"> <li>The site does not disrupt accessibility features provided by the device or operating system.</li> <li>Compliance determined with observation.</li> </ul>
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports with exceptions	<ul style="list-style-type: none"> <li>Transcripts and captioning are provided for German-language, and some English-language videos.</li> <li>Form controls carry meaningful, accurate, consistent text labels.</li> <li>This requirement needs to be addressed across the site: 'Ensure multi-part (grouped) controls are accessible and provide context' For example, this requirement is not addressed adequately for the form control radio button set and collapsed select lists available beneath the search box on the Quick Search page.</li> <li>Conformance determined with manual keyboard testing, WAVE toolbar, NVDA screen reader, and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Does not support	<ul style="list-style-type: none"> <li>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.</li> <li>Conformance determined with manual keyboard testing and observation.</li> </ul>
502.3.3 Row, Column, and Headers	Not applicable	<ul style="list-style-type: none"> <li>VHA Online does not use data tables.</li> <li>Conformance determined with manual keyboard testing and observation.</li> </ul>
502.3.4 Values	Does not support	<ul style="list-style-type: none"> <li>Work needs to be done to support this requirement, to help the user understand: ‘The current value and range of values available for a user input control.’ For example, the requirement is not met as the user makes selections and tabs through controls beneath the Search box on the Quick Search page.</li> <li>Conformance determined with manual keyboard testing, WAVE toolbar, NVDA screen reader, and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Does not support	<ul style="list-style-type: none"> <li>• Work needs to be done to support this requirement, to help the user understand: ‘The current value and range of values available for a user input control.’ For example, the requirement is not met as the user makes selections and tabs through controls beneath the Search box on the Quick Search page.</li> <li>• Conformance determined with manual keyboard testing, WAVE toolbar, NVDA screen reader, and observation.</li> </ul>
502.3.6 Label Relationships	Supports with exceptions	<ul style="list-style-type: none"> <li>• Interactive form controls, including things like checkboxes, buttons, and inputs... have an associated label attribute that provides screen readers with an accurate and meaningful name that users can hear. (Exceptions are noted in a companion accessibility audit of the site.)</li> <li>• Compliance determined by manual keyboard testing, WAVE toolbar, NVDA screen reader, and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Supports with exceptions	<ul style="list-style-type: none"> <li>• The site does not always provide enough information about groups of items... including lists. For example, on the Index Search page, there is a very long list of indexing terms, requiring the user to click corresponding expand and collapse icons as they navigate the alpha-ordered list. When you expand a term to see subordinate related terms, the user does not hear how many terms are in that expanded list; it could five, ten, or twenty... the user does not know, without clicking all the way through the list.</li> <li>• Compliance determined by manual keyboard testing, WAVE toolbar, NVDA screen reader, and observation.</li> </ul>
502.3.8 Text	Not applicable	<ul style="list-style-type: none"> <li>• Although VHA Online implements some text inputs for search or 'find term' inputs, entered text is not editable, apart from adding, removing, or replacing characters. Text styling is not supported in VHA Online.</li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text	Not applicable	<ul style="list-style-type: none"> <li>Although VHA Online implements some text inputs for search or 'find term' inputs, entered text is not editable, apart from adding, removing, or replacing characters. Text styling is not supported in VHA Online.</li> <li>Compliance determined by manual keyboard testing and observation.</li> </ul>
502.3.10 List of Actions	Supports	<ul style="list-style-type: none"> <li>VHA Online does not require users to access a context menu to invoke an action on a selected control. For example, on the Index Search page, the user can tab through the list of index terms, and with a +/- icon selected, press Enter to respectively expand or collapse the attendant list of terms.</li> <li>Compliance determined by manual keyboard testing and observation.</li> </ul>
502.3.11 Actions on Objects	Supports	<ul style="list-style-type: none"> <li>VHA Online does not require users to access a context menu to invoke an action on a selected control. For example, on the Index Search page, the user can tab through the list of index terms, and with a +/- icon selected, press Enter to respectively expand or collapse the attendant list of terms.</li> <li>Compliance determined by manual keyboard testing and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Supports	<ul style="list-style-type: none"> <li>• Keyboard focus, text insertion points, and selection attributes of UI components.</li> <li>• Inactive interface elements do not receive focus.</li> <li>• Users can use the keyboard to set keyboard focus, text insertion points, and selection attributes of UI components.</li> <li>• Compliance determined by manual keyboard testing, NVDA screen reader, and observation.</li> </ul>
502.3.13 Modification of Focus Cursor	Supports with exceptions	<ul style="list-style-type: none"> <li>• The user can navigate to controls and here a meaningful label/name read using NVDA. For example, on the Quick Search page, when the user selects a checkbox or option page, and then tabs to the selected control, NVDA reads aloud the current 'selected' or 'checked' state of the control.</li> <li>• Compliance determined by manual keyboard testing and observation.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Supports with exceptions	<ul style="list-style-type: none"> <li>As the user interacts with page elements using the keyboard and NVDA, changes in cursor focus and control state are read by NVDA.</li> <li>How the changes are conveyed could be made clearer. For example, selecting an options button corresponding to an experience group on the Experience Groups Search page. Selecting a group can take the user to a corresponding 'criteria' page—allowing the user to narrow their search, or simply run a search for testimonies relevant to the group they selected. NVDA acknowledges the page change by beginning to read content on the new page. It could do a better job of declaring that the new page has displayed, and provide the title of the new page.</li> <li>Compliance determined by manual keyboard testing, NVDA screen reader, and observation.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<p>502.4 Platform Accessibility Features</p> <p>Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <ul style="list-style-type: none"> <li>a. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;</li> <li>b. Section 9.3.4 Provide adjustment of delay before key acceptance;</li> <li>c. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;</li> <li>d. Section 10.6.7 Allow users to choose visual alternative for audio output;</li> <li>e. Section 10.6.8 Synchronize audio equivalents for visual events;</li> <li>f. Section 10.6.9 Provide speech output services; and</li> <li>g. Section 10.7.1 Display any captions provided.</li> </ul>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> <li>• VHA Online satisfies: Display any captions provided.</li> </ul>
<p><b>503 Applications</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>503.2 User Preferences</p>	<p>Not applicable</p>	<p>From the requirement: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.</p>
<p>503.3 Alternative User Interfaces</p>	<p>Does not support</p>	<ul style="list-style-type: none"> <li>• VHA Online does not provide an alternative interface.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	<p>This is the requirement: Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.</p> <p>VHA Online provides both volume control and caption control (as available) as equally available controls in the video player.</p>
503.4.2 Audio Description Controls	Not applicable	<ul style="list-style-type: none"> <li>VHA Online does not provide audio descriptions.</li> </ul>

<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	<ul style="list-style-type: none"> <li>VHA Online is not an authoring tool.</li> </ul>
504.2.2 PDF Export	Not applicable	<ul style="list-style-type: none"> <li>VHA Online is not an authoring tool.</li> </ul>
504.3 Prompts	Not applicable	<ul style="list-style-type: none"> <li>VHA Online is not an authoring tool.</li> </ul>
504.4 Templates	Not applicable	<ul style="list-style-type: none"> <li>VHA Online is not an authoring tool.</li> </ul>

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not support	<ul style="list-style-type: none"> <li>VHA Online does not provide documentation about accessibility and compatibility features.</li> </ul>
602.3 Electronic Support Documentation	Supports	<ul style="list-style-type: none"> <li>VHA Online provides online FAQ documents, and a PDF-format user guide.</li> </ul>
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<ul style="list-style-type: none"> <li>The Help menu in VHA Online provides a selection named ‘Ask for Help’ to display an online form to ask for help/ask a question.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not support	<ul style="list-style-type: none"> <li>• Neither VHA Online or the Shoah Foundation site provide any information concerning accessibility or ICT (Information and Communication Technologies)-required services.</li> <li>• Relevant resource: <a href="http://mandate376.standards.eu/accessible-procurement/what-ict-accessibility">http://mandate376.standards.eu/accessible-procurement/what-ict-accessibility</a></li> </ul>
603.3 Accommodation of Communication Needs		<ul style="list-style-type: none"> <li>• Neither VHA Online or the Shoah Foundation site provide any information or contact point concerning ITC support services for disabled users.</li> </ul>

**EN 301 549 Report**

Not applicable. Removed. This 2017 conformance report provides compliance statements for WCAG 2.0 guidelines and Section 508 standards.

**Legal Disclaimer (Company)**

*Include your company legal disclaimer here, if needed*