

ProQuest Accessibility Conformance Report

VPAT® Version 2.0 – March 2018

Name of Product/Version: ProQuest Platform / March 2018 release

Date: April 2018

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Notes:

ProQuest is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with web accessibility guidelines. Due to the scale and complex nature of ProQuest Platform content and services, this is an ongoing effort. We appreciate your feedback.

Evaluation methods used:

The ProQuest Platform is checked for accessibility using a range of automated, manual, and visual checks.

Tools used to test accessibility include:

- JAWS with Internet Explorer
- NVDA with Firefox
- WAVE (web accessibility evaluation tool) provided by WebAIM
- Color Contrast Analyzer provided by WebAIM
- Manual keyboard checks
- Web Developer browser extension

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guideline:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Section 508 as published in 2017, at http://www.Section508.gov	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	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 with 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>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The ProQuest Platform is designed to support alternative access to non-text content wherever possible.</p> <p>All images used to represent functionality or actions have associated text labels (or alt /title text if a text label is not appropriate).</p> <p>We cannot guarantee that all images in the content have been given alt text. Some full text articles are only available as scanned PDFs (unreadable to screen readers).</p> <p>Decorative images have blank alt text, so they will be ignored by assistive technology.</p> <p>Controls: Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>reCAPTCHA may present the user with either a simple keyboard-accessible challenge, or a more complex</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>visual challenge with an audio option available.</p> <p>Compliance of this standard was validated using screen readers (listed above in the 'Evaluation methods used').</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Video-only and audio-only content comprise a small portion of the ProQuest platform's content. Transcripts are available for most video-only and audio-only content.</p> <p>Compliance of this standard was validated by manual visual checks.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) 	Does Not Support	<p>Synchronized captions are typically not provided.</p> <p>This standard was evaluated by manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Transcripts are provided for most video content.</p> <p>This standard was evaluated by manual visual checks.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	<p>The site employs the following to support this:</p> <ul style="list-style-type: none"> • 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.) <p>Compliance of this standard was validated by WAVE (web accessibility evaluation tool) provided by</p>

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		WebAIM and manual visual checks.
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 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. Compliance of this standard was validated using screen readers (listed above) and WAVE.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	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. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.10 (Web) 10.2.10 (non-web document) 11.2.1.10 (Software) 11.2.2.10 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen.</p> <p>Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Compliance of this standard was validated using manual visual checks and WAVE.</p>
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.11 (Web) 10.2.11 (non-web document) 11.2.1.11 (Software) 11.2.2.11 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Audio content does not play automatically. All audio and video content are provided in a media player with controls for pausing and controlling the volume.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>2.1.1 Keyboard</u> (Level A)</p>	Supports with	This product is designed for keyboard access. Product

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Exceptions	<p>functionality is available and executable from a keyboard.</p> <p>Exception: If a user emails an individual search result item within the 'Preview' section, the page focus moves to the tools section at the top of the results list, rather than return the user to the individual result item's 'Preview' section.</p> <p>Compliance of this standard was validated using manual keyboard checks.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Focus can be moved to and away from components using only a keyboard.</p> <p>Compliance of this standard was validated using manual keyboard checks.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.17 (Web) 	Supports	<p>This site does not require timed responses.</p> <p>There is a time limit to the user's session, however the user is alerted when the time limit is approaching and</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>can extend their session if required.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>There is no moving, blinking, scrolling, or auto-updating content on the site.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply 	Supports	<p>This product does not use flashing or blinking elements in the user interface.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 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	<p>The first element on every page is a “Skip to main content” link which allows users to skip all repetitive navigation. Blocks of content are grouped under headings or using structural elements.</p> <p>Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Supports	<p>All pages of the ProQuest site have descriptive page titles.</p> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.22 (Web) 10.2.22 (non-web document) 11.2.1.22 (Software) 11.2.2.22 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Page elements and functionality are placed in an order that follows the sequences and relationships in the content.</p> <p>Compliance of this standard was validated using manual keyboard checks.</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.23 (Web) 10.2.23 (non-web document) 11.2.1.23 (Software) 11.2.2.23 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	<p>Meaningful link text has been used throughout the ProQuest platform. Where link text could be considered ambiguous, we have provided title attribute text with additional information.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The language of each page has been specified in the HTML.</p> <p>Compliance of this standard was validated using WAVE.</p>
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Context is not changed on focus alone.</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Context is not changed automatically – appropriate controls are provided.</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Error messages are provided on all forms within the ProQuest Platform.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	<p>Input fields are clearly labeled, and explanatory text is provided to assist the user where necessary.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Pages conform to HTML web standards.</p> <p>Compliance of this standard was validated using WAVE and developer tools.</p>
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) 	Supports	<p>Pages conform to HTML web standards, so the name and role of all UI components can be determined.</p> <p>Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.2.2.38 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Compliance of this standard was validated using WAVE and manual visual checks.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5 (Web) 10.2.5 (non-web document) 11.2.1.5 (Software) 11.2.2.5 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>The product does not contain live audio or video content.</p> <p>This standard was evaluated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Audio descriptions are provided for most video content. However, it is possible that we may receive content from publishing partners without audio descriptions.</p> <p>This standard was evaluated using manual visual checks.</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Text throughout the ProQuest platform meets the recommended color contrast ratio.</p> <p>In addition, CSS style sheets can be switched off or overridden by user preferences.</p> <p>Compliance of this standard was validated using WAVE and WebAIM's color contrast checker.</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	Text throughout the ProQuest platform can be resized without assistive technology up to 200% without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports with Exceptions</p>	<p>HTML/CSS is used to represent visual presentation whenever possible.</p> <p>Full text content is presented as text wherever available.</p> <p>Exception: Some full text articles are only available as scanned images or scanned PDFs.</p> <p>To help mitigate the accessibility issues with scanned images and scanned PDFs, a feature that automatically generate an accessible, text version of the content is provided. The feature is available for most (but not all) scanned image or scanned PDF content. The AT notifies the user of the feature and how to use it.</p> <p>This standard was evaluated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 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	<p>More than one way is available to locate the main pages of the site.</p> <p>For instance, links to the main pages of the site are available on every page through global navigation links. All main pages of the site provide a search form, so users can access content.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Descriptive headings and labels have been used throughout the interface.</p> <p>For instance, on pages that display documents, the page title conveys the [Document title – site name]. The document title is the main heading.</p> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p>	Supports	<p>The site has been implemented to support the default focus indicator for the device being used.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them.</p> <p>For instance, on mouse hover, links are underlined. On tab focus, links are underlined and display a gray outline. Form input fields display a teal border with a heavier border on focus.</p> <p>This standard was evaluated using manual visual and keyboard checks.</p>
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	<p>In rare cases, the content may include text that is in a different language than the primary language of document. The site is not coded to identify changes to language in the content.</p>
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.31 (Web) 	Supports	<p>The primary site navigation links appear in the same place and the same order on every page of the site.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 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 		<p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Supports</p>	<p>Care has been taken to identify components with the same functionality consistently throughout the site.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.35 (Web) • 10.2.35 (non-web document) 	<p>Supports</p>	<p>Suggestions for error correction are made when applicable.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA)</p> <p>Also applies to:</p>	Does Not Support	Sign language interpretations are not provided for audio content.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	Audio descriptions are not provided for video content.
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports with Exceptions	Transcripts are provided for most video content.
<u>1.2.9 Audio-only (Live)</u> (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply	Not Applicable	There is no live audio content.
<u>1.4.6 Contrast Enhanced</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports with Exceptions	While the majority of text in the interface meets the contrast ratio of 7.1, not all text and images of text have a contrast ratio of at least 7:1. This standard was evaluated using WAVE and WebAIM's color contrast checker.
<u>1.4.7 Low or No Background Audio</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports with Exceptions	Audio-only content comprises a small portion of the ProQuest platform's content. Typically, audio-only content does not contain background sounds. However, it is possible that we may receive content from publishing partners containing background sounds. This standard was evaluated using manual checks.
<u>1.4.8 Visual Presentation</u> (Level AAA)	Supports	The site does not interfere with the user's ability

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>		<p>to change foreground and background colors; justify text; or change line spacing using the browser settings.</p> <p>The site is responsive, so users can change the width to ensure there are no more than 80 characters per line.</p> <p>Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.</p> <p>This standard was evaluated using manual visual checks.</p>
<p><u>1.4.9 Images of Text (No Exception)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Does Not Support	<p>HTML/CSS is used to represent visual presentation whenever possible.</p> <p>Full text content is presented as text wherever available.</p> <p>Exception: Some full text articles are only available as scanned images or scanned PDFs.</p> <p>To help mitigate the accessibility issues with scanned images and scanned PDFs, a feature that automatically generate an accessible, text version of the content is provided. The feature is available for most (but not all) scanned image or scanned PDF content. The AT notifies the user of the feature and how to use it.</p> <p>This standard was evaluated using manual visual</p>

Criteria	Conformance Level	Remarks and Explanations
		checks.
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	
<u>2.2.3 No Timing</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports	<p>The site does not require timed responses.</p> <p>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.</p> <p>Compliance of this standard was validated using manual visual checks and JAWS with Chrome.</p>
<u>2.2.4 Interruptions</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Applicable	
<u>2.2.5 Re-authenticating</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	<p>When an authenticated session expires, a new session begins when the user re-authenticates.</p> <p>This standard was evaluated using manual visual checks.</p>
<u>2.3.2 Three Flashes</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports	<p>This product does not use flashing or blinking elements in the user interface.</p> <p>Compliance of this standard was validated using</p>

Criteria	Conformance Level	Remarks and Explanations
		manual visual checks.
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports	The global navigation displays a visual indicator to show the user's current location on the platform. In addition, all pages have a title and a clear main heading. Compliance of this standard was validated using manual visual checks.
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports	Link text is provided that describes the purpose of the link. In some cases, the link text has been supplemented with additional information in the title attribute or hidden text within the link (e.g., links which open in a new browser window). Compliance of this standard was validated using manual visual checks.
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports with Exceptions	If content was supplied with section headings, these have been preserved wherever possible. Exception: Some content is provided in formats other than HTML (e.g., PDF) which do not support the creation of section headings. This standard was evaluated using manual visual checks.
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	
3.1.4 Abbreviations (Level AAA)	Does Not Support	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<u>3.1.5 Reading Level</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	
<u>3.1.6 Pronunciation</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	
<u>3.2.5 Change on Request</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports	Forms are not submitted automatically; appropriate controls are provided. Pop-up layers are not launched automatically; appropriate controls are provided. Users must select / click on links. Compliance of this standard was validated using manual visual checks.
<u>3.3.5 Help</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports	A link to our context-sensitive help pages is available on every page of the ProQuest platform. Additional help examples and explanatory text are provided on the page where necessary. Compliance of this standard was validated using manual visual checks.
<u>3.3.6 Error Prevention (All)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports	Checked and reversible: All forms are validated for input errors and opportunities for correction are given. Alerts, saved searches, saved documents, My Research accounts can be deleted.

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated using manual visual checks.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	<p>This product is coded to work with screen readers and other assistive technologies.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • We cannot guarantee that all images in the content have been given alternative text. • Some full text articles are only available as scanned images or scanned PDFs. <p>To help mitigate the accessibility issues with scanned images and scanned PDFs, a feature that automatically generate an accessible, text version of the content is provided. The feature is available for most (but not all) scanned image or scanned PDF content. The AT notifies the user of the feature and how to use it.</p> <p>Compliance of this standard was validated using</p>

Criteria	Conformance Level	Remarks and Explanations
		screen readers (listed above) and manual keyboard checks.
302.2 With Limited Vision	Supports with Exceptions	<p>This product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • We cannot guarantee that all images in the content have been given alternative text. • Some full text articles are only available as scanned images or scanned PDFs. <p>To help mitigate the accessibility issues with scanned images and scanned PDFs, a feature that automatically generate an accessible, text version of the content is provided. The feature is available for most (but not all) scanned image or scanned PDF content. The AT notifies the user of the feature and how to use it.</p> <p>Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.</p>
302.3 Without Perception of Color	Supports with Exceptions	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
		<p>If needed, the product's CSS can be overridden using the browser.</p> <p>Exception: We cannot guarantee that all content provided by our publishing partners complies with this standard.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
302.4 Without Hearing	Supports with Exceptions	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>In terms of content provided by the ProQuest platform, a small portion is in video format. Transcripts are provided for most video content, but synchronized captions are typically not provided.</p> <p>This standard was evaluated using manual auditory checks.</p>
302.5 With Limited Hearing	Supports with Exceptions	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>In terms of content provided by the ProQuest platform, a small portion is in video format. Transcripts are provided for most video content, but synchronized captions are typically not provided.</p> <p>This standard was evaluated using manual visual</p>

Criteria	Conformance Level	Remarks and Explanations
		checks.
302.6 Without Speech	Supports	<p>User speech is not required to use the product.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
302.7 With Limited Manipulation	Supports	<p>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.</p> <p>Compliance of this standard was validated using manual keyboard and visual checks.</p>
302.8 With Limited Reach and Strength	Supports	<p>At least one mode of operation that is operable with limited reach and limited strength.</p> <p>For example:</p> <ul style="list-style-type: none"> • 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. <p>Compliance of this standard was validated using manual keyboard and visual checks.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>For example:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Audio does not automatically play on load, minimizing distractions. • Form fields are presented in a standard, consistent way across the product. • Form elements are properly labeled. <p>Compliance of this standard was validated using manual visual checks.</p>

Chapter 4: Hardware

Notes: This section is not applicable to this web product and has been removed.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	<p>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.</p> <p>Compliance of this standard was validated using manual checks.</p>
502.2.2 No Disruption of Accessibility Features	Supports	This product does not disrupt accessibility features that are defined in the platform

Criteria	Conformance Level	Remarks and Explanations
		documentation as accessibility features. Compliance of this standard was validated through manual checks.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Attributes for role, state/s, boundary, name and other properties for all standard and custom user interface controls are programmatically determinable. Compliance of this standard was validated using screen readers (listed above) and developer tools.
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. Compliance of this standard was validated using screen readers (listed above) and keyboard checks.
502.3.3 Row, Column, and Headers	Supports with exceptions	Data tables are not used as part of the application. As new content is added, data tables may be included with the content. While we encourage our publishing partners to supply properly marked up content, as a practice, we do

Criteria	Conformance Level	Remarks and Explanations
		<p>not generally alter provided content at this level.</p> <p>This standard was evaluated using manual visual checks.</p>
502.3.4 Values	Supports	<p>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.</p> <p>Compliance of this standard was validated using screen readers (listed above) and keyboard checks.</p>
502.3.5 Modification of Values	Supports	<p>Values that can be set by the user can be set programmatically, including through assistive technology.</p> <p>Compliance of this standard was validated using screen readers (listed above) and keyboard checks.</p>
502.3.6 Label Relationships	Supports	<p>All forms have been coded with the necessary mark-up (e.g., using labels / ids, fieldsets, etc.) to make them accessible to assistive technologies.</p> <p>Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>Compliance of this standard was validated using</p>

Criteria	Conformance Level	Remarks and Explanations
		WAVE and manual visual checks.
502.3.7 Hierarchical Relationships	Supports	<p>Hierarchical (parent-child) relationships are programmatically determinable. For example, when tabbing to a dropdown, assistive technology will announce how many items it contains.</p> <p>Compliance of this standard was validated using screen readers (listed above) and manual checks.</p>
502.3.8 Text	Supports	<p>Standard HTML code is used for displaying text on the screen used. Text styling is controlled through cascading style sheets.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
502.3.9 Modification of Text	Supports	<p>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.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
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
		<p>For example:</p> <ul style="list-style-type: none"> • When auto-suggest options are available in a search field, the assistive technology will notify the user and make it clear how to access the options. • In cases where the content is only available as image-based content, the product provides a feature to generate a text-only version. The AT notified the user of the feature and how to use it. <p>Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.</p>
502.3.11 Actions on Objects	Supports	<p>This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects.</p> <p>Compliance of this standard was validated with using screen readers (listed above) and manual keyboard checks.</p>
502.3.12 Focus Cursor	Supports	<p>The current input focus can be discerned by assistive technology (using standard html code for forms, etc.).</p> <p>For most page elements, cursor focus is indicated visually by a gray border.</p> <p>This standard was evaluated using manual keyboard and visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports	<p>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).</p> <p>This standard was evaluated using manual keyboard and visual checks.</p>
502.3.14 Event Notification	Supports with exceptions	<p>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.</p> <p>For example:</p> <ul style="list-style-type: none"> • Users are notified when their search results have been filtered. • Users are notified of the state of an expanded or collapsed panel. <p>Exception: In a few cases, events are not communicated to the user. For example, in some cases, error messages are not announced to screen reader users. When search results are re-sorted, this event is not communicated to AT.</p> <p>This standard was evaluated using screen readers (listed above).</p>

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Supports with exceptions	<p>The product does not interfere with system features to:</p> <ul style="list-style-type: none"> • 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) <p>When available, image captions are displayed. (Section 10.7.1)</p> <p>However:</p> <ul style="list-style-type: none"> • Captions are typically not provided for video content in this product. (Section 10.6.7) • Synchronized audio equivalents are typically not provided for video content (Section 10.6.8) <p>This standard was evaluated using screen readers (listed above), manual keyboard checks, and manual visual checks.</p>
503 Applications	Heading cell – no response	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
	required	
503.2 User Preferences	Supports	<p>The CSS style sheet can be overridden in the product using the browser settings.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
503.3 Alternative User Interfaces	Not applicable	<p>This product does not provide alternative user interfaces that function as assistive technology.</p> <p>This standard was evaluated using manual visual checks.</p>
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 with Exceptions	<p>Wherever video content contains closed captions, caption controls are provided. Video content is presented within the page using JWPlayer.</p> <p>Exception: For some video content, captions are not available; therefore, no caption controls are provided.</p> <p>This standard was evaluated using manual visual checks.</p>
503.4.2 Audio Description Controls	Does not support	Video content is presented within the page using JWPlayer. Volume controls are available.

Criteria	Conformance Level	Remarks and Explanations
		However, audio descriptions controls are not provided for video content. This standard was evaluated using manual visual checks.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	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	Supports	An Accessibility help page is available in the Help section, which can be accessed from all pages of the ProQuest Academic platform.

Criteria	Conformance Level	Remarks and Explanations
		<p>This help page includes useful information on:</p> <ul style="list-style-type: none"> • Navigation • Using the Tab key • Skip navigation • Changing text size and color <p>An Accessibility page is also provided, which includes links to accessibility compliance statements.</p>
602.3 Electronic Support Documentation	Supports	<p>Support documentation is available in HTML format through the product's help documentation and the ProQuest Support Center. The content of the support documentation can be accessed with assistive technology.</p> <p>Compliance of this standard was validated using NVDA/Firefox and manual keyboard checks.</p>
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<p>Product support documentation is provided online through the product's help system and through the Support Center area of the ProQuest's corporate site.</p> <p>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.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>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.</p>
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	<p>An Accessibility help page is available in the Help section, which can be accessed from all pages of the ProQuest Academic platform.</p> <p>This help page includes useful information on:</p> <ul style="list-style-type: none"> • Navigation • Using the Tab key • Skip navigation • Changing text size and color <p>An Accessibility page is also provided, which includes links to accessibility compliance statements.</p>
603.3 Accommodation of Communication Needs	Supports	<p>Support services are available to accommodate the communication needs of end users with disabilities.</p> <p>Users can communicate with customer support via:</p> <ul style="list-style-type: none"> • Phone

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Email Chat Contact Us web form <p>Support services have experience working with end users with disabilities.</p>

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Notes: This report covers the degree of conformance for Web Content Accessibility Guidelines 2.0 and Section 508 as published in 2017. Therefore, tables and other details in this section have been removed.

Legal Disclaimer (Company)

This Accessibility Conformance Report represents the specific release of the product described, as of the date of this document. Notwithstanding the information contained in the Accessibility Conformance Report, if use of the product is subject to a license agreement, the terms and conditions of the product's license agreement remain in full force and effect, including any limitation of liability and disclaimer of warranties provisions.