

# Voluntary Product Accessibility Template® (VPAT®)

## Version 2.0 Beta 2

Voluntary Product Accessibility Template® (VPAT®) .....	1
About This Document .....	1
Essential Requirements and Best practices for Information & Communications Technology (ICT) Vendors .....	2
Frequently Asked Questions: .....	8
[Company] Accessibility Conformance Report Based on Voluntary Product Accessibility Template® (VPAT®) <sup>1</sup> .....	9

## About This Document

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT to complete Accessibility Conformance Report
- The Accessibility Conformance Report Template

Please review the Essential Requirements and Best Practices sections before completing the Accessibility Conformance Report.

The Accessibility Conformance Report Template includes criteria from WCAG 2.0, EN 301 549 and 2017 Section 508. The 2017 Section 508 is also called the Revised Section 508.

# Essential Requirements and Best practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for three major accessibility standards and guidelines using the Voluntary Product Accessibility Template® (VPAT®) to produce the Accessibility Conformance Report. Deviating from these guidelines may preclude vendors from using the template by name and/or the VPAT acronym. The purpose of these essential requirements and best practices are to promote accurate and consistent reporting of product accessibility information.

The Voluntary Product Accessibility Template, or VPAT, is a tool used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" also referred to as "Information and Communication Technology" (ICT), products and services with features that support accessibility.

## Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. The Information Technology Industry Council (ITI) provides the Voluntary Product Accessibility Template, or VPAT. Use of the template and service mark does not require membership in ITI.
3. The template file as provided by ITI requires Word 2010 or higher for the document features (macros) to work properly.
4. Determine which accessibility standards/guidelines will be included in the product conformance report
5. It is the vendor's responsibility to maintain the integrity of the data in the report.

## Essential Requirements

The following are the minimum requirements to be a VPAT.

1. Use of the template name or VPAT acronym with service mark, requires the final report to not deviate materially from the template format provided by ITI.
2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF.
3. A report may contain a minimum of one Standard/Guideline or any combination of the three Standards/Guidelines that are applicable to the product being reported.
4. A report must contain the following content at a minimum:
  - **Report Title** - In the heading format of "[Company Name] Accessibility Conformance Report"

- **VPAT Heading Information** - VPAT heading and acronym with service mark and template version
  - **Name of Product** - Name of Product being reported, including version of the product
  - **Date** - Date of report publication. At a minimum, provide the month and year of the report publication. For example, “May 2016”. If date is included ensure it is clear “4 May 2016” or “May 4, 2016”.
  - **Contact Information** - Contact Information for follow-up questions. Listing an email is sufficient.
  - **Notes** - Any details or further explanation about the product or the report. This section may be left blank.
  - **Standards/Guidelines** - List of Standards/Guidelines being reported if ‘not evaluated’ has not been used as an answer for the Standards/Guidelines.
  - **Table Information** - Table Information description section
  - **Terms** - Terms description section
  - **Report Information** - Standard/Guideline conformance results in a three-column tabular format with the Standard/Guideline ‘Criteria’ in column one, the product ‘Conformance Level’ in column two and ‘Remarks and Explanations’ for the conformance level in column three. At the beginning of each subsection of the standards is a notes field. This notes field can be removed if not used.
  - **WCAG Conformance Tables** - The answers in the WCAG conformance tables are selectable based on the level of conformance being reported (Level A, AA or AAA). These tables are used to answer the 2017 Section 508 (specifically Chapter 5 Software and Chapter 6 Support Documentation), EN 301 549 Standard (specifically Chapter 9 Web, Chapter 10 Non-Web, Chapter 11 Software and Chapter 12 Documentation and Support Services), and the selected levels of WCAG 2.0 Guidelines. As a result, when answering for the 2017 Section 508 or EN 301 549, the answers need to be clear in what individual criteria the answer applies to; if not completing those Standards, then remove the breakdown information and answer only for the WCAG criteria. When answering Table 4 WCAG Conformance Requirements, in the Remarks and Explanations you must include the WCAG Conformance Level used.
5. A report must only use these responses in the Conformance Level column:
    - Supports
    - Supports with Exceptions
    - Does Not Support
    - Not Applicable
    - Not Evaluated (Limited to WCAG 2.0 Level AAA)
  6. When filling in the WCAG tables, a response for web content may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): 'This means that if there is no content to which a success criterion applies, the success criterion is satisfied.
  7. The ITI definitions for the ‘Conformance Level’ definitions for Supports, Supports with Exceptions, Does Not Support, Not Applicable and Not Evaluated should be

used. If a vendor deviates from the ITI definitions, vendor shall document the definitions being used in the Terms section and reference this change in the heading Notes section.

8. Remarks should be provided to justify your answer in the Conformance Level column. If the criterion does not apply, explain why.

## Best Practices

ITI suggests these best practices when creating an Accessibility Conformance Report.

- **Branding Header:**
  - Company logo or branding information
- **Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.
- **Notes:**
  - Add any notes applicable to product or the report
    - Additional information about the product version that the document references
    - Any revisions to the document
    - Links to any related documents
    - Additional information describing the product
    - Additional information about what the document does or does not cover
    - Information suggested by the WCAG 2.0 Conformance Claim, at <http://www.w3.org/TR/WCAG20/#conformance-claims>
    - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity
    - Information required by your organization, such as branding.
- **Standards/Guidelines:**
  - A list of the 'Standards/Guidelines' that conformance is being reported for. A report may contain a minimum of one Standard/Guideline or any combination of the three Standards/Guidelines that are applicable to the product being reported.
  - The Standards/Guidelines may include:
    - Section 508 as published in 2017, at [www.Section508.gov](http://www.Section508.gov)
    - Web Content Accessibility Guidelines 2.0 (WCAG 2.0), at <http://www.w3.org/TR/2008/REC-WCAG20-20081211/>
    - *EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"*, at <http://mandate376.standards.eu/standard>
- **Terms:**
  - Define the terms used in your responses for the 'Conformance Level' column for level of support. Once you determine what language you will be using for your definition of Conformance Levels, we recommend that you use it consistently throughout all of your company's VPATs.

- The default recommended definitions of the terms used for Conformance Level in the VPAT template are as follows.
  - **Supports:** The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.  
Note: The definition of Supports includes instances where the criteria is supported via the criteria not being applicable to the product, i.e. there is no content which violates the success criteria.
  - **Supports with Exceptions:** Some functionality of the product does not meet the criteria.
  - **Does Not Support:** Majority of functionality of the product does not meet the criteria.
  - **Not Applicable:** The criteria are not relevant to the product. In the WCAG section, use 'supports' instead of 'not applicable' when reporting web conformance.
  - **Not Evaluated:** The product has not been evaluated against the criteria. This can only be used in WCAG 2.0 Level AAA.
- **Remarks and Explanations:** The 'Remarks and Explanations' text contains information about the Conformance Level response of a given criteria and any known issues or workarounds that exist. The 'Remarks and Explanations' may also include information regarding the testing of a given criteria.
  - If defects are listed in the report, a best practice is to include how the customer can find more information about the defect. One method might be to include the bug ID where customers can call the company's customer support to get additional information.
- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.
- **Saving Space:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
  - When an entire standard is not being reported on, for example EN 301 549, there should be no references of it in the report.
  - When an entire section is not being reported on because it doesn't apply to the product, for example Chapter 4: Hardware. Information should be included in the notes for that section why it's been removed.
  - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
  - If a requesting customer has identified criteria for the reporting standard does not apply.
- **WCAG 2.0 Tables:** The WCAG 2.0 criteria is shown in three tables, Level A, Level AA, and Level AAA.
  - If desired, these tables can be combined into one table.
  - When reporting on a level (A, AA or AAA) all criteria for that level must be answered. It is not acceptable to include a few of them.
  - When reporting product conformance to WCAG 2.0, a conformance level of Not Applicable may be reported as Supports per WCAG 2.0 Guidelines.

- **Tables Expanded:** By default, the ITI template will have all tables expanded. Document authors can decide whether or not to have all tables expanded when they publish their document.
- **Language:** Use text appropriate for your audience.
- **Multiple Reports:** When completing an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

## Posting the Final Document

- Remove the *Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors* and *Frequently Asked Questions* sections from the template when publishing your accessibility compliance report in final form. A link on page one in the template footnotes contains a hyperlink to this document on the Information Technology Industry Council (ITI) website at: <http://www.itic.org>.
- Check for each required item in the VPAT document:
  - The report title **[Company Name] Accessibility Conformance Report**
  - **VPAT heading** with service mark Voluntary Product Accessibility Template® (VPAT®) **Version 2.0**
  - **Name of Product**
  - **Date**
  - **Contact Information**
  - **Notes**
  - **Standards/Guidelines**
  - **Table Information**
  - **Terms**
  - **Report Information**
    - Check that there is a response for each criteria for ‘Conformance Level’ and ‘Remarks and Explanations.’
- Post your final document on your company’s web site, or make the document available to customers upon request.
- Your final document should be accessible.

## Troubleshooting

When the Word file of the template is used, the hide/show paragraph markers must be in the hide mode for the macros to work. If you have the paragraph markers showing, toggling the macros will have no effect.

When using the macros to hide or show information in the Word file, the information may become out of sync with the toggle. To fix this, select the area, select font and open the font dialog box (Ctrl+d), then uncheck the hidden effect. If the data has disappeared, use the show/hide paragraph feature (Ctrl+Shift+8) to show all the data in the document.

## Frequently Asked Questions

Question: What is ITI?

Answer: The Information Technology Industry Council (ITI) is the leading industry voice for information and communications technologies' (ICT) accessibility policy and standards. ITI members work closely with the U.S. and other governments, consumers, and other industry sectors to promote innovations in ICT accessibility that benefit stakeholders in every aspect of their lives. In addition, ITI maintains the Voluntary Product Accessibility Template<sup>®</sup>, or VPAT<sup>®</sup>.

Question: Do I have to be an ITI member to use the VPAT template?

Answer: No. Anyone can use the VPAT template to document conformance to the accessibility standards/guidelines named in the VPAT template.

Question: Does my VPAT need to be delivered using the same technology as the example VPAT template by ITI?

Answer: No. The final format of the VPAT is up to the company producing it. The Microsoft Word template given by ITI for the VPAT template is an example showing the information, sections, and general format that a VPAT must contain. As long as the format and information contained within the Accessibility Conformance Report follows what is outlined by ITI as essential requirements, it is considered a VPAT document regardless of the delivery method, whether via Microsoft Word, PDF, HTML, XML, etc.

Question: Do I need to rename the completed form to something other than a VPAT? Or can I re-brand the document to another name?

Answer: The VPAT template is to be used to document conformance according to the format provided by ITI. Unless the Accessibility Conformance Report includes the essential requirements, the resulting report shall not be called a VPAT and shall not include the service mark.

Question: What is a GPAT (Government Product Accessibility Template)?

Answer: A GPAT and VPAT are very similar and ITI promotes that they both contain the same essential requirements to provide a quality Accessibility Conformance Report. The Government Product/Services Accessibility Template ([GPAT](#)) reflects the government agency's accessibility requirements for the type of EIT they intend to buy. But according to [What is a GPAT?](#): "The government will accept the respondents' prepared Voluntary Product Accessibility Template (VPAT) in lieu of the GPAT."



# Oxford University Press Accessibility Conformance Report

## Based on Voluntary Product Accessibility Template® (VPAT®)<sup>1</sup>

VPAT Version 2.0 Beta 2

**Name of Product: Oxford Academic Platform**

**Date: 12<sup>th</sup> December 2017**

**Contact information: Pooja Rawat**

**Notes:**

### 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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A <input checked="" type="checkbox"/> Level AA <input checked="" type="checkbox"/> Level AAA <input type="checkbox"/>
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	<input checked="" type="checkbox"/>
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>	<input checked="" type="checkbox"/>

## Table Information

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product with regard to the criteria and the third column contains any additional remarks and explanations regarding the product.

- By default the table information is showing. This information can be hidden by clicking “Click to show or hide table data”. This allows users to hide information so they see only the sections they need.
- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

## 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 criteria without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criteria.
- **Does Not Support:** Majority of functionality of the product does not meet the criteria.
- **Not Applicable:** The criteria are not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criteria. This can be used only with WCAG 2.0 Level AAA.

## WCAG 2.0 Report -

*Click to show or hide WCAG table data (section headings will remain)*

Tables 1 and 2 also documents 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).

Table 4 documents the WCAG conformance statements:

- WCAG
- EN 304 549: Chapter 9 - Web

## Table 1: Conformance Criteria, Level A - *Click to show or hide table data*

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> </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>Web: Does not support Electronic Docs: Does not support Software: n/a Closed: n/a Authoring Tool: n/a</p>	<p><b>Unlabeled form fields</b> - Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.</p> <p>There are form fields that do not have an associating label tag, making it difficult for certain users to understand the purpose of a field.</p> <p>The page that contained the orphaned form label can be seen on the 'Subscription Pricing' page</p> <p><b>Ambiguous form fields</b> - The form field label should also show how it relates to other items in the form.</p> <p>Examples of ambiguous form fields can be seen on the "Advanced Searches" page and the 'Add Alerts' page.</p> <p>There was an instance where a form labels was not correctly associated with a form field (orphaned), making it difficult for certain users to understand how to</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>complete the form.</p> <p>The page that contained the orphaned form label can be seen on the 'Subscription Pricing' page.</p> <p>Ambiguous Button Labelling - Providing descriptive button labelling will allow users to know what information to expect when the button is activated.</p> <p>The 'Issues' page contains a button where the description is ambiguous.</p> <p>Additionally, the 'Authors resource centre' page, contains an unlabeled button.</p> <p><b>Redundant Links</b> - When adjacent links go to the same location (such as a linked product image and an adjacent linked product name that go to the same product page) these results in additional navigation and repetition for keyboard and screen reader users.</p> <p>If possible, combine the redundant links into one link and remove any redundant text or alternative text (for example, if a product image and product name are in the same link, the image can usually be given alt="").</p> <p>When testing the website, it was found that there are instances where there are links and image links present in close proximity; this can cause problems for screen reader users, as can be viewed on the 'Journals' page, the 'Open Access' page and also the 'Public Policy &amp;</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Aging' page.</p> <p>Screen reader users can find duplicated links confusing, and keyboard users find that duplicated links present extra links to navigate to.</p> <p><b>Missing Alt Text</b> - All images must contain a valid alternative text to allow screen readers to hear the description of the image. If an item is used for decoration, a null alt attribute should be included (alt=""), to hide the items from Screen Reading software. It will cause less confusion, while making the website more usable and accessible as a result.</p> <p>Furthermore, an image with a null ALT attribute should not have a TITLE or ARIA label attributes, as it can impact on screen reader users as follows:</p> <p>JAWS: Ignores all images with ALT="".</p> <p>NVDA : Reads some images with ALT="" and a TITLE or ARIA label.</p> <p>WindowEyes : Reads images with ALT="" and a TITLE or ARIA label.</p> <p>VoiceOver: Reads images with ALT="" and a TITLE or ARIA label.</p> <p>There are a number of instances where images are missing alternative text, such as the 'Journals' page; this is also the case on multiple pages, such as the 'Public policy &amp; Aging' page, the 'Nucleic Acids Research' page</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>and the 'Endocrine Reviews' page.</p> <p>There are also images on several pages of the website that contain a blank alternative text attribute and a title attribute, that can cause problems for some screen reading programs, as can be viewed on the 'International Immunology' page.</p> <p><b>Non-Descriptive Alt Text</b> - Describing the content of images is very important to give users with a visual impairment a similar experience of a website as sighted visitors. Without a valid alternative text, Screen Reading software will use the filename of the image to try and describe the content of the image. Missing out alternative text or using a non-descriptive alternative text can cause confusion for screen reader users.</p> <p>There were a number of instances where images had non-descriptive alt text such as on the 'Endocrine Society Journal' page, the 'Endocrine Reviews' page. The 'Issues' page, and the 'Thematic Issues from the Endocrine Society' page. Screen reader users will not be able to understand the images or access any information contained within them.</p> <p>There are images used that contain alternative text, that do not fully describe the content of the images, examples of this were found on the 'An Endocrine Society Thematic Issue: Diabetes' page and the 'Characterization of the multiple CRISPR loci on Streptomyces linear plasmid pSHK1' page. This is also</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>the case on the 'Multigenerational analysis of sex-specific phenotypic differences at midgestation caused by abnormal folate metabolism' page, additionally, the alternative text mentions a colour, which is not helpful to a screen reader user</p> <p>There are also images that have incorrect alternative text present, using the filename of the image, as can be viewed on the 'editorial Page'.</p> <p><b>Empty Button</b> - When navigating to a button, descriptive text must be presented to screen reader users to indicate the function of the button.</p> <p>Providing descriptive button labelling will allow users to know what information to enter in a form field.</p> <p>The 'Author Resource Centre' page contains an empty button.</p> <p><b>Inaccessible Non-HTML Documents</b> - A number of non-HTML documents, such as Adobe Acrobat (PDF) files, were encountered. In order for users to access the content contained within non-HTML documents, these documents should be accessible or have an accessible alternative.</p> <p>The PDF documents examined had issues that prevented certain users from being able to access the content. A number of PDFs did not contain a headings structure, making it difficult for screen reader users to</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>understand and navigate the structure of the document.</p> <p>There are a number of 'PDF' files on the website that are not accessible to a wide range of users, for example the 'Individual User Agreement 31 10 16' PDF', this file contains a Document title, however, the document title is not descriptive.</p> <p>Another instance of an inaccessible file is the 'Tech and Aging' PDF, where there are multiple accessibility issues.</p> <p>There are multiple inaccessible 'PDF' files on the website.</p> <p><b>Image Maps</b> - There is an image that is marked up as an image map on the 'Editorial Board', the image element is incorrectly marked up.</p> <p><b>Objects without Alternative Content</b> - Information conveyed by non-text content should be made accessible through the use of a text alternative. Text alternatives are a primary way for making information accessible because they can be rendered through any modality (for example, visual, auditory or tactile) to match the needs of the user. Providing text alternatives allows the information to be rendered in a variety of ways by a variety of user agents.</p> <p>When navigating through pages, it was found that there are four objects (YouTube videos) on the 'EOS Distinguished Teacher Lectures' page that have no text</p>



Criteria	Conformance Level	Remarks and Explanations
		alternative present. The objects in question are shown below.
<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 (Closed Software)</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>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Pass</p>
<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> </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>Web: Does not support</p> <p>Electronic Docs: Does not support</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p><b>Video and Audio missing Text Alternatives</b> - The website contained embedded videos on a number of pages. To enable users who have hearing impairments understand content in videos, they must have a text alternative. Transcripts or subtitles can be used to convey the information within the video to hearing impaired users.</p> <p>The 'Journals' page contains a video, however, the failed to provide a text alternative. The page itself does not contain a transcript and there is no link to a transcript on another page or downloadable file. The video does not provide controls for enabling subtitles.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>YouTube does provide automatic captioning for videos but this is no substitute for prepared captions as they are not as accurate, as can be viewed on 'The Journal of Clinical Endocrinology &amp; Metabolism' page, which shows a video using automatic captioning. The captions do not reflect the content in the video and can be confusing for hearing impaired users, for example, the subtitle 'because this is what's going to get them their ten year', is not accurate, it should read 'because this is what's going to get them their tenure.</p> <p>Another example can be viewed on the 'Endocrine Society Journals' page, where the subtitles do not accurately match the spoken text.</p>
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>Also applies to:  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> </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>Web: Supports  Electronic Docs: Supports  Software:  Closed:  Authoring Tool:</p>	<p>N/A</p>
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to:  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> </ul>	<p>Web: Does not support  Electronic Docs: Does not support  Software:  Closed:  Authoring Tool:</p>	<p><b>Incorrect Heading Structure</b> - Screen reader and other assistive technology users have the ability to navigate Web pages by heading structure. This means that the user can read or jump directly to top level elements (&lt;h1&gt;), next level elements (&lt;h2&gt;), third level elements</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.2.7 (Closed Software)</li> </ul> 2017 Section 508 <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>(&lt;h3&gt;), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page.</p> <p>The 'Homepage' heading structure is missing headings at levels 2.</p> <p>This can also be seen on the 'Public Policy &amp; Aging Report' page.</p> <p>Another example of an illogical heading structure can be viewed on the 'Innovation In Aging' page, where there are multiple headings at level 1 present.</p> <p>There are multiple pages on the website that contain an illogical heading structure.</p> <p><b>Empty Headings</b> - There are empty headings on some pages, this may mean that screen reader users spend time looking for content that is not there.</p> <p>Examples where there are empty headings on pages can be found on the 'Public Policy' page and the 'editorial board' page.</p> <p><b>Unlabeled form fields</b> - Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.</p> <p>There are form fields that do not have an associating label tag, making it difficult for certain users to</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>understand the purpose of a field, such as on the 'Oxford Journals' page and the 'P5290Cognitive impairment in patients with heart failure, carotid occlusive disease and vascular cognitive impairment The Heart-Brain connection study' page.</p> <p>There was an incorrectly labelled 'Check box' found on the 'Check Out' page.</p> <p><b>Ambiguous form fields</b> - The form field label should also show how it relates to other items in the form.</p> <p>Examples of ambiguous form fields can be seen on the "Advanced Searches' page and the 'Add Alerts' page.</p> <p><b>Multiple form labels</b> - When testing the website, there were multiple labels present on pages, this can cause confusion for some users who rely on assistive technologies to navigate the website. They can often find multiple form labels confusing as they look for an associated element that is not there, examples of this can be viewed on the 'Sleep Perception and Misperception in Chronic Cocaine Users During Abstinence 'page.</p> <p><b>Orphaned form fields</b> - Providing a descriptive form field label will allow users to know what information to enter in a form field. There was an instance where a form labels was not correctly associated with a form field (orphaned), making it difficult for certain users to</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>understand how to complete the form.</p> <p>The page that contained the orphaned form label can be seen on the 'Subscription Pricing' page.</p> <p><b>Ambiguous Button Labelling</b> - Providing descriptive button labelling will allow users to know what information to enter in a form field. Providing descriptive button labelling will allow users to know what information to expect when the button is activated.</p> <p>The 'Issues' page contains a button where the description is ambiguous.</p> <p>Additionally, the 'Authors resource centre' page, contains an unlabelled button.</p> <p><b>Non-Descriptive Link Text</b> - The text of a link should describe the destination of the link and the link's purpose. Providing a descriptive link text will allow users to easily determine the function of the link and make educated decisions to click the link or not.</p> <p>If it is not possible to identify the purpose of the link from the link text itself, then this information should be provided in context.</p> <p>There are multiple pages on the website, such as the 'Journals' page, that contain a link that has no description of what it refers to, there is no link text visible, however, a keyboard only user who relies on</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>tabbing through the page, lands on the link.</p> <p><b>Empty Button</b> When navigating to a button, descriptive text must be presented to screen reader users to indicate the function of the button.</p> <p>Providing descriptive button labelling will allow users to know what information to enter in a form field.</p> <p>The 'Author Resource Centre' page contains an empty button.</p> <p><b>Untitled Frames</b> There are frames present on the site that do not contain a descriptive title. When a screen reader user hears a list of frames, the user needs to know the purpose of each one. When frame titles are not present, screen readers look for other sources of information, such as the frame's name attribute or file name. Sometimes these other sources of information are not very helpful at all. If a frame is given a name or filename of "default.htm" (or something equally non-descriptive), there is really no way to know what each frame contains, other than by having the screen reader read through the content.</p> <p>Alternative content must also be provided for browsers that do not support frames. For example <code>&lt;iframe src='file.htm'&gt;Alternative content&lt;/iframe&gt;</code></p>

Criteria	Conformance Level	Remarks and Explanations
		<p>The Journals page contains a frame that is missing a descriptive title.</p> <p>Other examples of a frame that is missing a title can be found on the ‘‘Applied Economic Perspectives and Policy’ page and the ‘Applied Economic Perspectives and Policy’ page.</p> <p>Note: Shaw Trust Accessibility Services realise that the content of frames are usually provided by a third party and are very difficult to alter. However, there should be some form of labelling within the frame to display some content to users or browsers that cannot display the frames’ content.</p> <p><b>Layout Tables with Incorrect Markup</b> When using tables to convey data it is important to mark-up the table correctly to help screen reader users better navigate and understand the content. However, when a table is used purely for layout purposes, the labelling should be removed as it can make it confusing and more difficult to use for screen readers.</p> <p>There is a table used on the ‘Oxford Journals’ page, that is used for layout purposes, that is used for page layout. Because this table is used for layout, it should contain role=’Presentation’.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p><b>Data tables with incorrect Markup</b> When using tables to convey data, it is important to mark-up the tables correctly to allow screen reader users to interpret the data. Column and row header mark-up should be added to data tables as they provide the necessary context that enable screen readers to understand the information.</p> <p>When testing the website, it was found that the 'subscription Pricing' page contained a data table that did not contain a caption element.</p> <p>The 'Does Internal Migration Improve Overall Well-Being in Ethiopia?†' page, contains a data table without a caption element. The table also has two logical levels of headers, when this is the case, markup should be used to associate data cells and header cells, ID attributes in TH cells and HEADERS attributes in the associated TD cells, or including SCOPE attributes in TH cells will resolve this issue</p> <p>This issue is present on multiple pages.</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (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> </ul>	<p>Web: Supports</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Pass</p>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.8 (Software)</li> <li>• 11.2.2.8 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <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><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <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> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool:	Pass
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <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> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool:	Pass
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.11 (Web)</li> <li>• 10.2.11 (non-web document)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool:	Pass

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.11 (Software)</li> <li>• 11.2.2.11 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <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><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> </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>Web: Does not support            Electronic Docs: Does not support            Software:            Closed:            Authoring Tool:</p>	<p><b>Areas Inaccessible via Keyboard</b> All areas of a website should be accessible to users regardless of their navigation method, whether it is via mouse, keyboard or voice. Some sections are easily accessible for a mouse user but this is not the case for a keyboard only user as can be seen on the 'Issues   Public Policy &amp; Aging Report' page where the 'Cover Image' link is not accessible, this was also the case on the Issues   Progress of Theoretical and Experimental Physics' page.</p> <p>Another example of a link that is not accessible via a keyboard, can be viewed on the 'P5290Cognitive impairment in patients with heart failure, carotid occlusive disease and vascular cognitive impairment. The Heart-Brain connection study' page.</p>
<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> </ul>	<p>Web: Supports            Electronic Docs:            Software:            Authoring Tool:</p>	<p>Pass</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.2.16 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <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><b>2.2.1 Timing Adjustable</b> (Level A)</p> Also applies to: EN 301 549 Criteria <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> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool:	N/A
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> Also applies to: EN 301 549 Criteria <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> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool:	Pass
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> Also applies to: EN 301 549 Criteria <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> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool:	Pass

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.2.19 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <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><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> </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>Web: Does not support</p> <p>Electronic Docs: Does not support</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p><b>Untitled Frames</b> There are frames present on the site that do not contain a descriptive title. When a screen reader user hears a list of frames, the user needs to know the purpose of each one. When frame titles are not present, screen readers look for other sources of information, such as the frame's name attribute or file name. Sometimes these other sources of information are not very helpful at all. If a frame is given a name or filename of "default.htm" (or something equally non-descriptive), there is really no way to know what each frame contains, other than by having the screen reader read through the content.</p> <p>Alternative content must also be provided for browsers that do not support frames. For example <code>&lt;iframe src='file.htm'&gt;Alternative content&lt;/iframe&gt;</code></p> <p>The Journals page contains a frame that is missing a descriptive title.</p> <p>Other examples of a frame that is missing a title can be found on the “Applied Economic Perspectives and Policy” page and the ‘Applied Economic Perspectives and Policy’ page.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Note: Shaw Trust Accessibility Services realise that the content of frames are usually provided by a third party and are very difficult to alter. However, there should be some form of labelling within the frame to display some content to users or browsers that cannot display the frames' content.</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)  Also applies to:  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> </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>Web: Does not support  Electronic Docs: Does not support  Software:  Closed:  Authoring Tool:</p>	<p><b>Missing Page Title</b> The title of the page helps users to navigate a website by providing a description of the current page. There are pages present on the website that do not contain a descriptive page title, when this is the case, a user will not be able to differentiate between pages, especially when more than one page is open at the same time.</p> <p>There are pages on the website that do not contain a page title.</p>
<p><a href="#">2.4.3 Focus Order</a> (Level A)  Also applies to:  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> </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>Web: Supports  Electronic Docs:  Software:  Authoring Tool:</p>	<p>Pass</p>

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> </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>Web: Does not support  Electronic Docs: Does not support  Software:  Closed:  Authoring Tool:</p>	<p><b>Redundant Links</b> When adjacent links go to the same location (such as a linked product image and an adjacent linked product name that go to the same product page) these results in additional navigation and repetition for keyboard and screen reader users.</p> <p>If possible, combine the redundant links into one link and remove any redundant text or alternative text (for example, if a product image and product name are in the same link, the image can usually be given alt="").</p> <p>When testing the website, it was found that there are instances where there are links and image links present in close proximity; this can cause problems for screen reader users, as can be viewed on the ‘Journals’ page, the ‘Open Access’ page and also the ‘Public Policy &amp; Aging’ page.</p> <p>Screen reader users can find duplicated links confusing, and keyboard users find that duplicated links present extra links to navigate to.</p> <p><b>Non-Descriptive Link Text</b> The text of a link should describe the destination of the link and the link’s purpose. Providing a descriptive link text will allow users to easily</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>determine the function of the link and make educated decisions to click the link or not.</p> <p>If it is not possible to identify the purpose of the link from the link text itself, then this information should be provided in context.</p> <p>There are multiple pages on the website, such as the 'Journals' page, that contain a link that has no description of what it refers to, there is no link text visible, however, a keyboard only user who relies on tabbing through the page, lands on the link.</p> <p><b>Empty links</b> The text of a link should provide a clear description of the link and the link's purpose. Providing descriptive link text will allow users to easily determine the function of the link and make educated decisions to click the link or not. When a link is empty, screen readers will create the text of a link from the URL. This is not always understandable by a user.</p> <p>There were empty links found on several of the pages tested, as can be found on the 'Journals' page, the 'Author Resource Centre' page and the 'Editorial Board' page.</p> <p>This could cause unnecessary confusion for screen reader users.</p>

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> </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>Web: Does not support Electronic Docs: Does not support Software: Closed: Authoring Tool:</p>	<p><b>Default Language Not Set</b></p> <p>Indicating the language of the content in markup is important for screen readers and other speech renderings of web resources. These technologies need information about the language so that they can use the appropriate pronunciation standards to render the web resource.</p> <p>Many speech synthesizers support multiple languages. Marking up the language of the content is especially important when more than one language is used within a web page; without proper specification, speech renderings could become confusing and unintelligible, similar to the visual confusion that occurs when a character set is not available and apparently random characters appear on the screen. On testing, there were several pages that did not have a default page language set using language attributes, an example of this can be viewed on the 'Oxford Journals' page.</p>
<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> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Pass</p>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 602.3 (Support Docs)</li> </ul> <p><b>3.2.2 On Input</b> (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> </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>Web: Does not support Electronic Docs: Does not support Software: Closed: Authoring Tool:</p>	<p><b>Users not notified of Page Refresh</b> When user controls are used on a page their function should be predictable, i.e. check boxes are used to select and option, buttons are used to submit a completed form.</p> <p>If a user is not aware that the page has been refreshed, the user could lose focus on the page and cause them to have to tab through the entire page to get back to where they were prior to the page refresh.</p> <p>The 'register' page refreshes the page when a user activates the 'Hide Password' and 'show Password' links, although any content on the page is not changed, the focus of the user is taken to the top of the page.</p>
<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> </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>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Pass</p>

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> </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>Web: Does not support</p> <p>Electronic Docs: Does not support</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<h2 data-bbox="1329 224 1938 272">Unlabelled Form Fields</h2> <p data-bbox="1329 305 1980 492">Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.</p> <p data-bbox="1329 532 2003 808">There are form fields that do not have an associating label tag, making it difficult for certain users to understand the purpose of a field, such as on the ‘Oxford Journals’ page and the ‘P5290Cognitive impairment in patients with heart failure, carotid occlusive disease and vascular cognitive impairment The Heart-Brain connection study’ page.</p> <p data-bbox="1329 849 1980 914">There was an incorrectly labelled ‘Check box’ found on the ‘Check Out’ page.</p> <h2 data-bbox="1329 963 1948 1011">Ambiguous Form Fields</h2> <p data-bbox="1329 1044 1980 1109">The form field label should also show how it relates to other items in the form.</p> <p data-bbox="1329 1149 1980 1263">Examples of ambiguous form fields can be seen on the ‘Advanced Searches’ page and the ‘Add Alerts’ page.</p> <h2 data-bbox="1329 1312 1833 1360">Ambiguous Button</h2>

Criteria	Conformance Level	Remarks and Explanations
		<p><b>Labelling</b> Providing descriptive button labelling will allow users to know what information to enter in a form field. Providing descriptive button labelling will allow users to know what information to expect when the button is activated.</p> <p>The 'Issues' page contains a button where the description is ambiguous.</p> <p>Additionally, the 'Authors resource centre' page, contains an unlabelled button.</p> <p><b>Empty Button</b> When navigating to a button, descriptive text must be presented to screen reader users to indicate the function of the button.</p> <p>Providing descriptive button labelling will allow users to know what information to enter in a form field.</p> <p>The 'Author Resource Centre' page contains an empty button.</p>
<p><b>4.1.1 Parsing</b> (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)</li> </ul> <p>2017 Section 508</p>	<p>Web: Does not support</p> <p>Electronic Docs: Does not support</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p><b>Duplicate ID's</b> Duplicate ID errors are known to cause problems for assistive technologies when they are trying to interact with content. Duplicate values of type ID can be problematic for screen reader users that rely on this attribute to accurately convey relationships between different parts of content to</p>

Criteria	Conformance Level	Remarks and Explanations
<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>users.</p> <p>For example, a screen reader may use ID values to identify the applicable header content for a data cell within a data table, or an input control to which a given label applies. If these values are not unique, the screen reader will be unable to programmatically determine which headers are associated with the data cell or which control is associated with which label or name.</p> <p><b>HTML Markup Errors</b> Some pages have markup errors and parsing errors that may impact on assistive technologies and may cause screen readers to miss content. Markup errors like missing end tags mean screen readers may skip important content.</p>
<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)</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>Web: Does not support Electronic Docs: Does not support Software: Closed: Authoring Tool:</p>	<p><b>Unlabelled Form Fields</b></p> <p>Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.</p> <p>There are form fields that do not have an associating label tag, making it difficult for certain users to understand the purpose of a field, such as on the 'Oxford Journals' page and the 'P5290Cognitive impairment in patients with heart failure, carotid</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>occlusive disease and vascular cognitive impairment The Heart-Brain connection study' page.</p> <p>There was an incorrectly labelled 'Check box' found on the 'Check Out' page.</p> <h2 data-bbox="1329 440 2007 500">Ambiguous Form Fields</h2> <p>The form field label should also show how it relates to other items in the form.</p> <p>Examples of ambiguous form fields can be seen on the "Advanced Searches' page and the 'Add Alerts' page.</p> <p>There was an instance where a form labels was not correctly associated with a form field (orphaned), making it difficult for certain users to understand how to complete the form.</p> <p>The page that contained the orphaned form label can be seen on the 'Subscription Pricing' page.</p> <h2 data-bbox="1329 1045 2007 1105">Orphaned Form Label</h2> <p>Providing descriptive button labelling will allow users to know what information to enter in a form field.</p> <p>Providing descriptive button labelling will allow users to know what information to expect when the button is activated.</p> <p>The 'Issues' page contains a button where the</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>description is ambiguous. Additionally, the 'Authors resource centre' page, contains an unlabelled button.</p> <p><b>Empty Button</b> When navigating to a button, descriptive text must be presented to screen reader users to indicate the function of the button.</p> <p>Providing descriptive button labelling will allow users to know what information to enter in a form field. The 'Author Resource Centre' page contains an empty button.</p> <p><b>HTML Markup Errors</b> Some pages have markup errors and parsing errors that may impact on assistive technologies and may cause screen readers to miss content. Markup errors like missing end tags mean screen readers may skip important content.</p>

**Table 2: Conformance Criteria, Level AA - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5 (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> </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>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>N/A</p>
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.6 (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> </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>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>N/A</p>
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.12 (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> </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>Web: Does not support</p> <p>Electronic Docs: Does not support</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p><b>Insufficient Colour Contrast</b> The combination of text and background colour should be set to create an easy to read website. Using colours that are similar for the background and foreground can cause blocks of text to become difficult to read. Alternative stylesheets can be used to change the appearance of the page and provide</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>an alternative with a stronger contrast.</p> <p>If the text size is at least 18 point if not bold and 14 point if bold, the minimum colour contrast ratio should be at least 3:1, if the text is less than 18 point if not bold and less than 14 point if bold, the minimum colour contrast ratio should be at least 4.5:1.</p> <p>Throughout the site there are combinations of colours that fall below the minimum contrast levels that make the text difficult to read. Examples of this can be viewed on the 'Oxford Journals' page and the 'Sign in' page.</p>
<p><b>1.4.4 Resize text</b> (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> </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>Web: Supports</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Pass</p>
<p><b>1.4.5 Images of Text</b> (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)</li> </ul> <p>2017 Section 508</p>	<p>Web: Does not support</p> <p>Electronic Docs: Does not support</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p><b>Non-Descriptive Alt Text</b></p> <p>Describing the content of images is very important to give users with a visual impairment a similar experience of a website as sighted visitors. Without a valid alternative text, Screen Reading software will use the filename of the image to try and describe the content of</p>



Criteria	Conformance Level	Remarks and Explanations
<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>the image. Missing out alternative text or using a non-descriptive alternative text can cause confusion for screen reader users.</p> <p>There were a number of instances where images had non-descriptive alt text such as on the 'Endocrine Society Journal' page, the 'Endocrine Reviews' page. The 'Issues' page, and the 'Thematic Issues from the Endocrine Society' page. Screen reader users will not be able to understand the images or access any information contained within them.</p> <p>There are images used that contain alternative text, that do not fully describe the content of the images, examples of this were found on the 'An Endocrine Society Thematic Issue: Diabetes' page and the 'Characterization of the multiple CRISPR loci on Streptomyces linear plasmid pSHK1' page. This is also the case on the 'Multigenerational analysis of sex-specific phenotypic differences at midgestation caused by abnormal folate metabolism' page, additionally, the alternative text mentions a colour, which is not helpful to a screen reader user</p> <p>There are also images that have incorrect alternative text present, using the filename of the image, as can be viewed on the 'editorial Page'.</p> <p><b>Equations as Images</b> Equations rendered as images should be marked up with MathML.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>When an appropriate markup language exists, use markup rather than images to convey information. There are a few pages where images have been used to represent an equation and screen reader users would miss out on this information.</p> <p>There are Mathematical equations that should be marked up in text on some pages, such as can be found on the 'Statistical Analysis of Correlated Data Using Generalized Estimating Equations: An Orientation' page. Another example can be viewed on the 'Unemployment (Fears) page.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (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> </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>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Pass</p>
<p><a href="#">2.4.6 Headings and Labels</a> (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> </ul> <p>2017 Section 508</p>	<p>Web: Does not support Electronic Docs: Does not support Software: Closed: Authoring Tool:</p>	<p><b>Incorrect Heading Structure</b> Screen reader and other assistive technology users have the ability to navigate Web pages by heading structure. This means that the user can read or jump directly to top level elements (&lt;h1&gt;), next level</p>

Criteria	Conformance Level	Remarks and Explanations
<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>elements (&lt;h2&gt;), third level elements (&lt;h3&gt;), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page.</p> <p>The 'Homepage' heading structure is missing headings at levels 2.</p> <p>This can also be seen on the 'Public Policy &amp; Aging Report' page.</p> <p>Another example of an illogical heading structure can be viewed on the 'Innovation In Aging' page, where there are multiple headings at level 1 present.</p> <p>There are multiple pages on the website that contain an illogical heading structure.</p> <p>There are empty headings on some pages, this may mean that screen reader users spend time looking for content that is not there.</p> <p>Examples where there are empty headings on pages can be found on the 'Public Policy' page and the 'editorial board' page.</p>
<p><b>2.4.7 Focus Visible</b> (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> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Does not support</p> <p>Electronic Docs: Does not support</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Users who are reliant on a keyboard to navigate the website use the tab key to cycle through the links on a page. A visual cue is required to highlight which link is currently in focus so that the user can identify where they are within the set of links on a page. Not having link highlighting can make it more difficult and confusing for keyboard only users to navigate a site.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<p>There were a number of instances where certain links in focus where not highlighted to the users.</p> <p>The 'About us' page contains a button that enables a user to access a dropdown list , this is straight forward for a mouse user, however, when a keyboard only user tabs to the button there is no link highlighting present for the button, which could result in a user not being aware that the button is in receipt of focus. This could mean that the user may miss the additional list items.</p> <p>Other examples of this can be viewed on the "Access and Purchase Resource Centre' page.</p>
<p><b>3.1.2 Language of Parts</b> (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> </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>Web: Does not support Electronic Docs: Does not support Software: Closed: Authoring Tool:</p>	<p>The majority of the site has correctly marked up language attributes. However, there are some pages that contain elements in a different language to the main language used of English; this can be problematic for screen reader programs as they may announce the non-English phrases incorrectly. Examples of this can be viewed on the 'Polina Barskova's 'Daphnis and Chloe': a Russian pastoral' page and also the Philippians 2:6–11 as Subversive Hymnos : A Study in the Light of Ancient Rhetorical Theory.</p>
<p><b>3.2.3 Consistent Navigation</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> </ul>	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Pass</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.31 (Software) – Does not apply</li> <li>• 11.2.2.31 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <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>		
<b>3.2.4 Consistent Identification</b> (Level AA) Also applies to: EN 301 549 Criteria <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> </ul> 2017 Section 508 <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>	Web: Supports Electronic Docs: Software: Authoring Tool:	Pass
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to: EN 301 549 Criteria <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> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool:	Pass
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.36 (Web)</li> <li>• 10.2.36 (non-web document)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool:	N/A

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.1.36 (Software)</li> <li>11.2.2.36 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		

**Table 3: Conformance Criteria, Level AAA - *Click to show or hide table data***

Notes:

**Table 4: WCAG Conformance Requirements - *Click to show or hide table data***

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>1. Conformance Level</u></b> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3 (Web)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: None Electronic Docs: None Software: Authoring Tool:	The website met 10 of the 22 (45%) applicable success criteria required for level A conformance and 5 of the 10 (50%) applicable success criteria required for level AA conformance.  In order to be awarded a Level AA accreditation, 100% conformance with level A success criteria and level AA must be achieved.
<b><u>2. Full pages</u></b> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3 (Web)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Web: None Electronic Docs: None Software: Authoring Tool:	No full pages fully pass an Conformance Level

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>3. Complete processes</u></b></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3 (Web)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>E207.3 (Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: None</p> <p>Electronic Docs: None</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>When a Web page is one of a series of Web pages presenting a process (i.e., a sequence of steps that need to be completed in order to accomplish an activity), all Web pages in the process must conform at the specified level. Conformance is not possible at a particular level if any page in the process does not conform at that level or better.</p> <p>At present, not all pages in the process confirm to a particular level.</p>
<p><b><u>4. Only Accessibility-Supported Ways of Using Technologies</u></b></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3 (Web)</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>Web: AA</p> <p>Electronic Docs: AA</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Content is provided in a way that is supported and compatible with assistive technology.</p>
<p><b><u>5. Non-Interference</u></b></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3 (Web)</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>Web: AA</p> <p>Electronic Docs: AA</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Technology is not used in a way that is not accessibility supported</p>

## 2017 Section 508 Report -

***Click to show or hide 2017 Section 508 tables (section headings will remain)***

Notes:

## Chapter 6: Support Documentation and Services - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services		
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

## Legal Disclaimer (Company)

*Include your company legal disclaimer here, if needed*