Alexander Street Accessibility Conformance Report
VPAT® Version 2.0 – December 2017

Name of Product/Version: Alexander Street

Date: April 30, 2018

Contact information: email.technicalsupport@proquest.com

Notes: Alexander Street 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 Alexander Street content and services, this is an ongoing effort. We appreciate your feedback.

Evaluation methods used:

Alexander Street code is checked for accessibility using a range of visual, automated, and manual checks. For example, colors used throughout the interface have been tested against the World Wide Web Consortium's (W3C) standards for luminosity contrast, color difference, and brightness difference. Other tools used to test accessibility include:
• NVDA with Firefox
• WAVE (web accessibility evaluation tool) provided by WebAIM
• Color Contrast Analyzer provided by WebAIM
• Manual keyboard checks

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
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria 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) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports with exceptions	Alexander Street is designed to support alternative access to non-text content wherever possible. All images or icons used to represent functionality or actions have associated text labels (or alt/title text if a text label is not appropriate). Controls: Text labels or ARIA labels identify all form fields. Accessible code necessary for screen readers is associated with all form elements. Exceptions: Some full text articles are in PDF image format only. While these PDFs can be searched, they are not entirely readable by screen readers.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 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) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Video content is generally accompanied by audio. Details or transcripts are available for all video content. Track listings or production details are available for audio-only content. Compliance of this standard was validated by manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	Synchronized captions for audio are provided for the majority of video content. Captions are enabled by default. This standard was evaluated by manual visual checks.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	While transcripts and captions are available for most video content, audio descriptions are not currently available. This standard was evaluated by manual visual checks.
1.3.1 Info and Relationships (Level A) Also applies to:	Supports	The site employs the following to support this: • Accessible labels with form elements

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		• markup for lists & headings • CSS to control the visual presentation of text • Correct use of semantic markup (header, section, etc.) Compliance of this standard was validated by WAVE (web accessibility evaluation tool) provided by WebAIM and manual visual checks.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 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 • 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 a combination of screen readers (see list in the Notes above) and WAVE.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document)	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.

Criteria	Conformance Level	Remarks and Explanations
• 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Compliance of this standard was validated using manual visual checks.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	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. Compliance of this standard was validated using manual visual checks and WAVE. Exceptions - We cannot guarantee that all content provided by our publishing partners (particularly PDFs, images, and videos) complies with this standard. - The error notification on the clip creator uses color only to communicate the error.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software)	Supports	Audio content plays automatically but is presented with a media player with controls for pausing and controlling the volume. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	This product is designed for keyboard access. Product functionality is available and executable from a keyboard. Compliance of this standard was validated using manual keyboard checks. Exceptions: - Several elements of the media player control bar are not easily accessible via keyboard. - The inner links in video transcripts are only accessible via screen reader, not via normal keyboard navigation. - The star rating widget cannot be operated by keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 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)	Supports	Focus can be moved to and away from components using only a keyboard. Compliance of this standard was validated using manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This site does not require timed responses. Compliance of this standard was validated using manual visual checks.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508	Supports	Video and audio auto-plays and the transcripts (if available) auto-scroll to keep time with the video. Both of these processes can be interrupted by the play/pause button on the media player. The transcript can also be scrolled independently of the video. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.19 (Web) 10.2.19 (non-web document) 11.2.1.19 (Software) 11.2.2.19 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports with exceptions	This product does not use flashing or blinking elements in the user interface. Exceptions: It's possible that certain video content may not meet these criteria. Compliance of this standard was validated using manual visual checks.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.20 (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) 2017 Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool)	Supports	Alexander Street has a skip navigation link that allows the user to bypass the header.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 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) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	Most pages of the Alexander Street site have descriptive page titles. Exceptions: Results pages have generic titles that do not indicate that they are results pages. Compliance of this standard was validated using WAVE and manual visual checks.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Page elements and functionality are placed in an order that follows the sequences and relationships in the content. Compliance of this standard was validated using manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Meaningful link text has been used throughout Alexander Street. Where link text could be considered ambiguous, we have provided title attribute text with additional information. Compliance of this standard was validated using manual visual checks.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The language of each page has been specified in the HTML. Compliance of this standard was validated using WAVE.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria	Supports	Context is not changed on focus alone.

Criteria	Conformance Level	Remarks and Explanations
• 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Compliance of this standard was validated using manual visual and keyboard checks.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Context is not changed automatically – appropriate controls are provided. Compliance of this standard was validated using manual visual and keyboard checks.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software)	Supports	Error messages are provided on forms within Alexander Street. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
11.2.2.33 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 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) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports with exceptions	Input fields are clearly labeled and explanatory text is provided to assist the user where necessary. ARIA labels are used to increase clarity. Exceptions: The search field relies on a placeholder attribute for a label and should be given a proper label. Compliance of this standard was validated using manual visual checks.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 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)	Supports	Pages conform to HTML web standards. Compliance of this standard was validated using WAVE and developer tools.

Criteria	Conformance Level	Remarks and Explanations

• 12.2.4 (Support Docs)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)		

4.1.2 Name, Role, Value (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.38 (Web)
    • 10.2.38 (non-web document)
    • 11.2.1.38 (Software)
    • 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
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports with exceptions	Pages conform to HTML web standards, so the name and role of all UI components can be determined.
		
		Text labels identify all form fields. Label / ids and/or other accessible code necessary for screen readers are associated with all form elements.
		
		Exceptions:
		The state (collapsed or expanded) of the main navigation is not announced as screen reader users toggle the section.
		
		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

1.2.4 Captions (Live) (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.2.5 (Web)
    • 10.2.5 (non-web document)
    • 11.2.1.5 (Software)
	Not applicable	The product does not contain live audio or video content.
		
		This standard was evaluated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	Audio descriptions are not provided for video content. This standard was evaluated using manual visual checks.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 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)	Supports	Text throughout Alexander Street meets the recommended color contrast ratio. In addition, CSS style sheets can be switched off or overridden by user preferences. Compliance of this standard was validated using WAVE and WebAIM's color contrast checker.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text throughout Alexander Street can be resized without assistive technology to 200% and greater without loss of content or functionality. Compliance of this standard was validated using manual visual checks in Firefox for Windows.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software)	Supports with Exceptions	HTML/CSS is used to represent visual presentation whenever possible. Exceptions: Some articles are in PDF image format. While they are searchable, they are not able to be manipulated in the same way as HTML text. This standard was evaluated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	More than one way is available to locate the main pages of the site. For 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. Compliance of this standard was validated using manual visual checks.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports with exceptions	The site employs the following to support this: • Accessible labels with form elements • markup for lists & headings • CSS to control the visual presentation of text • Correct use of semantic markup (header, section, etc.) • Descriptive headings and labels have been used throughout the interface. Compliance of this standard was validated using WAVE and manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		Exceptions: While most pages have appropriate headings, some are missing descriptive <h1> tags.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The site has been implemented to support the default focus indicator for the device being used. In addition, link text and other elements have been styled to noticeably change in visual appearance when tab selected. For instance, on tab focus, links are underlined and the borders of elements are displayed. This standard was evaluated using manual visual and keyboard checks.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 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)	Does Not Support	In some 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.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.2.31 (Web) • 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) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The primary site navigation links appear in the same place and the same order on every page of the site. Compliance of this standard was validated using manual visual checks.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 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)	Supports	Care has been taken to identify components with the same functionality consistently throughout the site. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.2.35 (Web) • 10.2.35 (non-web document) • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	Suggestions for error correction are made when applicable. Compliance of this standard was validated using manual visual checks. Exceptions: When an invalid date range is selected in Advanced Search, the user is not given a relevant error message.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	Sign language interpretations are not provided for audio content.
1.2.7 Extended Audio Description (Prerecorded) (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.
1.2.8 Media Alternative (Prerecorded) (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, but not all, video content.
1.2.9 Audio-only (Live) (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.
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	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.

Criteria	Conformance Level	Remarks and Explanations
		This standard was evaluated using WAVE and WebAIM's color contrast checker.
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports with Exceptions	Typically, audio-only content does not contain intrusive background sounds. However, it is possible that we may receive content from publishing partners containing background sounds. This standard was evaluated using manual auditory checks.
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports	The site does not interfere with the user's ability to change foreground and background colors; justify text; or change line spacing using the browser settings. The site is responsive, so users can change the width to ensure there are no more than 80 characters per line. Text can be resized without assistive technology up to 300 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window. This standard was evaluated using manual visual checks.
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	Some full text articles are in PDF image format only. While these PDFs can be searched, they are not entirely readable by screen readers.

Criteria	Conformance Level	Remarks and Explanations
		This standard was evaluated using manual visual checks.
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports with exceptions	This product is designed for keyboard access. Product functionality is available and executable from a keyboard. Compliance of this standard was validated using manual keyboard checks. Exceptions: - Several elements of the media player control bar are not easily accessible via keyboard. - The inner links in video transcripts are only accessible via screen reader, not via normal keyboard navigation. - The star rating widget cannot be operated by keyboard.
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports	The site does not require timed responses. There is a time limit to the user's session, however the user is alerted when the time limit is approaching and can extend their session if required. Compliance of this standard was validated using manual visual checks.
2.2.4 Interruptions (Level AAA) Also applies to:	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	When an authenticated session expires, a new session begins when the user re-authenticates. This standard was evaluated using manual visual checks.
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports with exceptions	This product does not use flashing or blinking elements in the user interface. Exceptions: It's possible that certain video content may not meet these criteria. Compliance of this standard was validated using 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 with exceptions	There is a visual "breadcrumb" indicator to show the user's general location. Exceptions: The page title for the results page is general and not specific to the search that was made. 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. If the purpose of links is not identifiable solely on the basis of the link text, Aria labels are used.

Criteria	Conformance Level	Remarks and Explanations
		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	Headings are provided to most elements. Exception: Not all content is preceded by a section heading. Some pages are missing an <h1> tag.
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) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does Not Support	
3.2.5 Change on Request (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.

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated using manual visual checks.
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does not support	Context-sensitive help is not available.
3.3.6 Error Prevention (All) (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. 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	This product is coded to work with screen readers and other assistive technologies. Exceptions: Some full text articles are in PDF image format only. While these PDFs can be searched, they are not entirely readable by screen readers.

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.
302.2 With Limited Vision	Supports with Exceptions	This product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality. Exceptions: Some full text articles are in PDF image format only. While these PDFs can be searched, they are not entirely readable by screen readers. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.
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. If needed, the product's CSS can be overridden using the browser. Exception: - We cannot guarantee that all content provided by our publishing partners (particularly PDFs, images, and videos) complies with this standard.

Criteria	Conformance Level	Remarks and Explanations
		- The error notification on the clip creator uses color only to communicate the error. Compliance of this standard was validated using manual visual checks.
302.4 Without Hearing	Supports with Exceptions	User hearing is not required to search, browse, or use features that are available in the product. Of course, video and audio content comprise a large portion of Alexander Street content. Most video content includes details or transcripts in text format. Most audio content has details or track listings in track format. Synchronized captions are provided when available from content providers. Exceptions: Not all video content has captions or transcripts. Not all audio content has transcripts. This standard was evaluated using manual auditory checks.
302.5 With Limited Hearing	Supports with Exceptions	User hearing is not required to search, browse, or use features that are available in the product. Of course, video and audio content comprise a large portion of Alexander Street content. Most video content includes details or transcripts in text format. Most audio content has details or track listings in track format. Synchronized captions are provided when available from content providers.

Criteria	Conformance Level	Remarks and Explanations
		Exceptions: Not all video content has captions or transcripts. Not all audio content has transcripts. This standard was evaluated using manual auditory checks.
302.6 Without Speech	Supports	User speech is not required to use the product. Compliance of this standard was validated using manual visual checks.
302.7 With Limited Manipulation	Supports	All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key. Compliance of this standard was validated using manual keyboard and visual checks.
302.8 With Limited Reach and Strength	Supports	At least one mode of operation that is operable with limited reach and limited strength. For example: - The product can be used using keyboard-only. - All active elements can receive keyboard focus. - The focus order of form fields is presented in a logical order.

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated using manual keyboard and visual checks.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier. For example: • Form fields are presented in a standard, consistent way across the product. • Form elements are properly labeled. Compliance of this standard was validated using manual visual checks.

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	This product does not interfere with accessibility features that are available through the user's operating system or browser. For example, users

Criteria	Conformance Level	Remarks and Explanations
		can use high contrast mode, text resize, and speech output. Compliance of this standard was validated using manual checks.
502.2.2 No Disruption of Accessibility Features	Supports	This product does not disrupt accessibility features that are defined in the platform documentation as accessibility features. 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.

Criteria	Conformance Level	Remarks and Explanations
		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 not generally alter provided content at this level. This standard was evaluated using manual visual checks.
502.3.4 Values	Supports	The current values available for a user input control can be programmatically determined. For example, a screen reader will read out the values in a drop-down menu, checkbox options, and radio buttons. Compliance of this standard was validated using screen readers (listed above) and keyboard checks.
502.3.5 Modification of Values	Supports	Values that can be set by the user can be set programmatically, including through assistive technology. Compliance of this standard was validated using screen readers (listed above) and keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	Supports	All forms have been coded with the necessary mark-up (e.g., using labels / ids, fieldsets, etc.) to make them accessible to assistive technologies. Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. Compliance of this standard was validated using manual visual checks.
502.3.7 Hierarchical Relationships	Supports	Hierarchical (parent-child) relationships are programmatically determinable. For example, when tabbing to a dropdown, assistive technology will announce how many items it contains. Compliance of this standard was validated using screen readers (listed above) and manual checks.
502.3.8 Text	Supports	Standard HTML code is used for displaying text on the screen used. Text styling is controlled through cascading style sheets. Compliance of this standard was validated using manual visual checks.
502.3.9 Modification of Text	Supports	Users are able to insert text into search fields and forms. This text can be modified using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated using manual visual checks.
502.3.10 List of Actions	Supports	Where relevant, the product's UI components Criteria Conformance Level Remarks and Explanations provide a list of actions programmatically determinable by assistive technologies. Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.
502.3.11 Actions on Objects	Supports	This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects. Compliance of this standard was validated with using screen readers (listed above) and manual keyboard checks.
502.3.12 Focus Cursor	Supports	The site has been implemented to support the default focus indicator for the device being used. In addition, link text and other elements have been styled to noticeably change in visual appearance when tab selected. For instance, on tab focus, links are underlined and the borders of elements are displayed. This standard was evaluated using keyboard and manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports	Users are able to modify the location of focus (for user focusable controls), the text insertion point (caret) (when a caret exists), and change selection attributes of objects (when text and items can be selected by the user). This standard was evaluated using keyboard and manual visual checks.
502.3.14 Event Notification	Does not support	Users are not notified via events that communicate changes in the user interface or displayed content to screen readers.
502.4 Platform Accessibility Features	Supports with exceptions	The product does not interfere with system features to: • Enable sequential entry of multiple (chorded) keystrokes (Section 9.3.3) • Provide adjustment of delay before key acceptance (Section 9.3.4) • Provide adjustment of same-key double-strike acceptance (Section 9.3.5) • Provide screen reader support. In addition, a text-to-speech feature is available on document pages. When available, image captions are displayed. (Section 10.7.1) However: • Synchronized text equivalents are provided for most, but not all, video content

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The CSS style sheet can be overridden in the product using the browser settings. Compliance of this standard was validated using manual visual checks.
503.3 Alternative User Interfaces	Not applicable	This product does not provide alternative user interfaces that function as assistive technology. This standard was evaluated using manual visual checks.
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	Captions are typically provided for video content. The caption control is available at the same menu level as the user controls for volume. Exceptions: The caption button is difficult, but not impossible, to select with keyboard navigation due to lack of focus clarity. Captions are enabled, however, by default. This standard was evaluated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
503.4.2 Audio Description Controls	Does not support	Audio descriptions are not provided for video content, and therefore, no controls for audio description are provided. 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

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	An Accessibility page is on the Alexander Street corporate site includes accessibility guidelines and a link to the VPAT. https://alexanderstreet.com/page/accessibility-statement
602.3 Electronic Support Documentation	See WCAG 2.0 section	Support documentation is available in HTML format through the product's help documentation and the Alexander Street Support Team. The content of the support documentation can be accessed with assistive technology. Compliance of this standard was validated using NVDA/Firefox and manual keyboard checks.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product support documentation is provided online through the product's help system and through the Support Center area of the Alexander Street's corporate site. This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or through the Contact Us web form) to request any further help. If alternative formats of product support documentation are required, we will do our best to accommodate the requested format, at no

Criteria	Conformance Level	Remarks and Explanations
		additional charge. These formats may include ASCII text, large print, and accessible electronic formats.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports with exceptions	An Accessibility page is on the Alexander Street corporate site includes accessibility guidelines and a link to the VPAT. https://alexanderstreet.com/page/accessibility-statement
603.3 Accommodation of Communication Needs	Supports	Support services are available to accommodate the communication needs of end users with Criteria Conformance Level Remarks and Explanations disabilities. Users can communicate with customer support via: • Phone • Email • Contact Us web form

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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.

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