

FlatWorld Accessibility Conformance Report

(Textbooks published after January 1, 2020)

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: FlatWorld Platform

Report Date: July 23, 2026

Product Description: The FlatWorld digital platform includes an online catalog, e-commerce website, online homework system, and online textbook readers

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Notes: A representative sample of the frequently used aspects of our products were evaluated in both Student and Instructor roles.

Evaluation Methods Used: Websites and systems are evaluated using both manual and automated tools by internal and external teams. Content is evaluated internally using manual review and automated tools that can inspect individual books or the entire library. Internal screen reader testing performed with JAWS (v2025 on Windows 11 Home) and Safari/VoiceOver. Keyboard navigation was tested on modern versions of Chrome, Edge, and Safari. External manual testing was completed in Windows 10 using Internet Explorer 11 and JAWS as the screen reader. Firefox 62/NVDA and Safari/VoiceOver on a Mac were used to supplement some manual assessments. External automated tests used Firefox 62 with Axe.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Supports	Alt text and/or long descriptions for relevant images are available for all of the latest revisions of our textbooks.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Text transcripts are provided inside our online reader for all the latest revisions of our textbooks.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Captions have been added inside our online reader for all the latest revisions of our textbooks.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Text transcripts have been created inside our online reader when not available directly through a third-party video player for all the latest revisions of our textbooks.
1.3.1 Info and Relationships (Level A)	Web: Supports	Heading structure varies by page. Textbook content in general very structured (HTML generated from more structured markup language).
1.3.2 Meaningful Sequence (Level A)	Web: Supports	In general, if a user navigates using keyboard or uses a method that strips out CSS, they can navigate in same sequence as user who approaches the website as designed. Some aspects of online homework require careful input from a JAWS or keyboard-only user, but our question engine offers strong accessibility support .
1.3.3 Sensory Characteristics (Level A)	Web: Supports	In the online reader, there are rare situations where the text includes instructions that assume that users

Criteria	Conformance Level	Remarks and Explanations
		can see the content, however most of this is ameliorated by alt text and/or long descriptions for relevant images are available for all of the latest revisions of our textbooks. Similarly, in rare cases a question in the online homework system refers to screen placement.
1.4.1 Use of Color (Level A)	Web: Supports	Products do not use color alone to guide users. Color is used sparingly and only as decoration.
1.4.2 Audio Control (Level A)	Web: Supports	There is no audio that plays automatically in any of the products. Any audio in the products contains controls that are accessible. This audio is separate from screen reading capabilities.
2.1.1 Keyboard (Level A)	Web: Supports	The website, online reader, and homework fully support keyboards for functionality.
2.1.2 No Keyboard Trap (Level A)	Web: Supports	There is no functionality in the site that traps keyboard user and does not allow them to move on.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Web: Not Applicable	There are no shortcut keys on our platform.
2.2.1 Timing Adjustable (Level A)	Web: Supports	Timed components are only used in online homework exams, and include appropriate controls given the context (a timed assignment). If needed, instructors can give time extensions to specific students for homework assignments.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Automatically triggered content contains accessible controls to pause, and start.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Not Applicable	There is no flashing content in the product.
2.4.1 Bypass Blocks (Level A)	Web: Supports	“Skip to content” links are used on pages to facilitate navigation.
2.4.2 Page Titled (Level A)	Web: Supports	All page titles are descriptive and reflect purpose.
2.4.3 Focus Order (Level A)	Web: Supports	Active page elements remain in sequence as the user navigates through them using only the keyboard.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.4 Link Purpose (In Context)</u> (Level A)	Web: Supports	Links have unique names so the user doesn't have to guess at their purpose.
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)	Web: Not Applicable	No path-based gesture is required.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2)	Web: Supports	Functionality that can be operated using a single pointer is able to be canceled.
<u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2)	Web: Supports	For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
<u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2)	Web: Not Applicable	No functionality is triggered by device or user motion.
<u>3.1.1 Language of Page</u> (Level A)	Web: Supports	The default human language of each Web page can be programmatically determined.
<u>3.2.1 On Focus</u> (Level A)	Web: Supports	The products do not shift focus context without the user deliberately initiating an action. There are some occasional focus shifts when using screen reading assistive technology or screen magnification. These change of focus actions are, in general, not too distracting and easily overcome by users.
<u>3.2.2 On Input</u> (Level A)	Web: Supports	Our products are straightforward in terms of interactions. User can easily understand what to expect when they click a link to move to another place in the website, opt to download the files, or click the Submit button in the online homework, for example.
<u>3.2.6 Consistent Help</u> (Level A 2.2 only)	Web: Supports	Help is available from all pages via a "Floating Access Button" in the lower right corner of the screen.
<u>3.3.1 Error Identification</u> (Level A)	Web: Supports	The platform identifies, with clarity, when a user has input insufficient information, like omitting a required field in the contact form or trying to access materials the user doesn't have rights to, for example.
<u>3.3.2 Labels or Instructions</u> (Level A)	Web: Supports	Our products labels and content contain clear instructions.
<u>3.3.7 Redundant Entry</u> (Level A 2.2 only)	Web: Supports	All redundant data entry is auto-filled.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Web: Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	Web: Partially Supports (Please see remarks for further description)	In most contexts, the sites are implemented to convey what the element is, what it will do and whether, if applicable, it is open/closed, hidden/visible, etc. In the online homework some navigation suggestions conflict with JAWS defaults. Our question engine offers strong accessibility support; however, some question types are only partially supported based on our 3rd party grading engine’s VPAT (2026). The following lists reference those question types that fully support WCAG and those that only partially support WCAG. Instructors have the option of selecting the question types they would like to include in assessments. FlatWorld uses the following question types which are considered fully Accessible, based on our 3rd party grading engine’s VPAT (2026): • Choice matrix • Classification • Cloze with drag & drop • Essay plain text • Graphing • Label image with drag & drop • Label image with dropdown

Criteria	Conformance Level	Remarks and Explanations
		• Match list (association) • Multiple choice • Order list • Short text FlatWorld uses the following question types which are considered Partially Accessible, based on our 3rd party grading engine's VPAT (2026): • Cloze chemistry • Cloze chemistry with image • Cloze math • Math • Sort list Of these, the first four all include a virtual keyboard. They are classified as “partially supports” because the aira-live announcement when you focus to and away from the response field needs to be improved for the block keypad, since it is always open. The Sort list question type is deprecated and is being replaced by Order list. Only a few examples in older books still utilize Sort list as of July 2026. FlatWorld continuously monitors our 3rd party grading engine for updates with their accessibility efforts.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	This product contains no live content, including no live video content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Textbook video and audio content contain closed captions and transcripts.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Web: Supports	Content does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Web: Supports	The purpose of each input field collecting information about the user can be programmatically determined
1.4.3 Contrast (Minimum) (Level AA)	Web: Supports	All UI elements meet the minimum requirement for contrast ratios.
1.4.4 Resize text (Level AA)	Web: Supports	User can zoom up to 200% and the text will still be properly rendered.
1.4.5 Images of Text (Level AA)	Web: Supports	Long descriptions for images with text content are available.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Web: Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: - Vertical scrolling content at a width equivalent to 320 CSS pixels - Horizontal scrolling content at a height equivalent to 256 CSS pixels.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Web: Supports	User interface components and graphical objects contain of at least 3:1 against adjacent color(s)
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Web: Supports	Markup generated to follow specifications for browsers and assistive technology for line, letter, and word spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Web: Supports	Content shown on hover is dismissible, “hoverable”, and persistent.
2.4.5 Multiple Ways (Level AA)	Web: Supports	User has more than one way to move the web applications, including lines, search, and menu options.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Web: Supports	Products are organized using headings and textbooks provide heading structures.
2.4.7 Focus Visible (Level AA)	Web: Supports	Products are designed to display visual focus when user arrives on them via keyboard tab.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Web: Supports	Model windows are rarely used in FlatWorld products and when present “steal” focus forcing a close operation to continue work on the underlying page. There is no other condition where content is hidden.
2.5.7 Dragging Movements (Level AA 2.2 only)	Web: Supports	All “draggable” actions are achievable my standard keyboard methods as well.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Web: Supports	All targets are 24 pixels by 24 pixels or larger or are accessible by other means.
3.1.2 Language of Parts (Level AA)	Web: Supports	Site and content is exclusively in English. The use of language of parts is not relevant to the content.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	Products are designed with consistent, structured navigation per product and/or context.
3.2.4 Consistent Identification (Level AA)	Web: Supports	The same set of icons is used throughout products to indicate where the user can go to find new books, go to their own books, check their account, for example. Labeling is similarly used through site for search, submit and actions like read.
3.3.3 Error Suggestion (Level AA)	Web: Supports	If a user enters incomplete information an informative error message appears.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Error messages are specific, letting the user know exactly what type of information is missing. Error messages are specific and would not cause the user to incur legal, financial, or data loss.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Web: Not Applicable	No cognitive test features are used for authentication in FlatWorld applications.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Web: Supports	Status messages can be programmatically determined through role or properties such that they can be

Criteria	Conformance Level	Remarks and Explanations
		presented to the user by assistive technologies without receiving focus.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Product is accessible via keyboard and screen reader.
302.2 With Limited Vision	Supports	Product can be used with a screen reader.
302.3 Without Perception of Color	Supports	Product does not use color alone to communicate context.
302.4 Without Hearing	Supports	Products do not require hearing to operate and included videos contain subtitles.
302.5 With Limited Hearing	Supports	Products do not require hearing to operate and included videos contain subtitles.
302.6 Without Speech	Supports	Products do not require speech input.
302.7 With Limited Manipulation	N/A	No manual mode.
302.8 With Limited Reach and Strength	N/A	No manual mode.
302.9 With Limited Language, Cognitive, and Learning Abilities	N/A	Product designed for use in higher education in English.

Chapter 4: [Hardware](#)

Notes: This chapter is not applicable as FlatWorld does not provide hardware solutions.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	FlatWorld services do not restrict browser accessibility controls
502.2.2 No Disruption of Accessibility Features	Supports	FlatWorld services do not disrupt access to browser accessibility controls
<u>502.3 Accessibility Services</u>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Through the use of semantic HTML and ARIA roles/states
502.3.2 Modification of Object Information	Supports	State changes are triggered by standard events (click, change, input, etc)
502.3.3 Row, Column, and Headers	Supports	Proper table markup
502.3.4 Values	Supports	Through proper <input> attributes and ARIA labels
502.3.5 Modification of Values	Supports	Native HTML
502.3.6 Label Relationships	Supports	All fields include <label> elements
502.3.7 Hierarchical Relationships	Supports	Proper parent/child hierarchy is maintained in markup
502.3.8 Text	Supports	Through native HTML
502.3.9 Modification of Text	Supports	Through standard HTML tags
502.3.10 List of Actions	Supports	Only standard objects (buttons, links) include actions and those are supported through the browser's accessibility tree
502.3.11 Actions on Objects	Supports	All actions are available through keyboard control or common programmatic calls (such as click())
502.3.12 Focus Cursor	Supports	Logical tab order, visible focus indicators
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	All standard HTML semantics and actions are maintained for all elements. Our software changes continuously and we endeavor to maintain this support, and

Criteria	Conformance Level	Remarks and Explanations
		correct any reported shortcomings immediately.
502.4 Platform Accessibility Features	Supports	Semantic HTML, proper parent/child relationships are maintained.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	All browser accessibility settings are honored
503.3 Alternative User Interfaces	Not Applicable	FlatWorld products do not utilize alternative interfaces such as hotkeys or gesture-only UI elements
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Through video players (YouTube, Vimeo)
503.4.2 Audio Description Controls	Partially Supports	FlatWorld provides audio description controls. As of July 2026
<u>504 Authoring Tools</u>	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.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	All author-provided accessibility information is preserved
504.2.2 PDF Export	Supports	
504.3 Prompts	Partially Supports	Prompts for supporting content are included as part of the insertion process for certain content types, however, in a passive manner
504.4 Templates	Supports	FlatWorld authoring tools are limited to book creation and all use a standard template that respects accessibility standards

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
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	https://catalog.flatworldknowledge.com/accessibility
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	FlatWorld customer service can provide instructions online.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	VPAT and additional documentation can be provided upon request.
603.3 Accommodation of Communication Needs	Supports	FlatWorld provides customer service.

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