

# 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:** December 17, 2025

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

**Contact Information:** [accessibility@flatworld.com](mailto:accessibility@flatworld.com)

**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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA ( <b>No</b> )
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA ( <b>No</b> )
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA ( <b>No</b> )
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	( <b>Yes</b> )

## 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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Web: <b>Supports</b>	Alt text and/or long descriptions for relevant images are available for all of the latest revisions of our textbooks.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Web: <b>Supports</b>	Text transcripts are provided inside our online reader for all the latest revisions of our textbooks.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Web: <b>Supports</b>	Captions have been added inside our online reader for all the latest revisions of our textbooks.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Web: <b>Supports</b>	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.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Web: <b>Supports</b>	Heading structure varies by page. Textbook content in general very structured (HTML generated from more structured markup language).
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Web: <b>Supports</b>	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 <a href="#">question engine offers strong accessibility support</a> .
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Web: <b>Supports</b>	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.
<a href="#"><u>1.4.1 Use of Color</u></a> (Level A)	Web: <b>Supports</b>	Products do not use color alone to guide users. Color is used sparingly and only as decoration.
<a href="#"><u>1.4.2 Audio Control</u></a> (Level A)	Web: <b>Supports</b>	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.
<a href="#"><u>2.1.1 Keyboard</u></a> (Level A)	Web: <b>Supports</b>	The website, online reader, and homework fully support keyboards for functionality.
<a href="#"><u>2.1.2 No Keyboard Trap</u></a> (Level A)	Web: <b>Supports</b>	There is no functionality in the site that traps keyboard user and does not allow them to move on.
<a href="#"><u>2.1.4 Character Key Shortcuts</u></a> (Level A 2.1 and 2.2)	Web: <b>Not Applicable</b>	There are no shortcut keys on our platform.
<a href="#"><u>2.2.1 Timing Adjustable</u></a> (Level A)	Web: <b>Supports</b>	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.
<a href="#"><u>2.2.2 Pause, Stop, Hide</u></a> (Level A)	Web: <b>Supports</b>	Automatically triggered content contains accessible controls to pause, and start.
<a href="#"><u>2.3.1 Three Flashes or Below Threshold</u></a> (Level A)	Web: <b>Not Applicable</b>	There is no flashing content in the product.
<a href="#"><u>2.4.1 Bypass Blocks</u></a> (Level A)	Web: <b>Supports</b>	“Skip to content” links are used on pages to facilitate navigation.
<a href="#"><u>2.4.2 Page Titled</u></a> (Level A)	Web: <b>Supports</b>	All page titles are descriptive and reflect purpose.
<a href="#"><u>2.4.3 Focus Order</u></a> (Level A)	Web: <b>Supports</b>	Active page elements remain in sequence as the user navigates through them using only the keyboard.

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><b>2.4.4 Link Purpose (In Context)</b></a> (Level A)	Web: <b>Supports</b>	Links have unique names so the user doesn't have to guess at their purpose.
<a href="#"><b>2.5.1 Pointer Gestures</b></a> (Level A 2.1 and 2.2)	Web: <b>Not Applicable</b>	No path-based gesture is required.
<a href="#"><b>2.5.2 Pointer Cancellation</b></a> (Level A 2.1 and 2.2)	Web: <b>Supports</b>	Functionality that can be operated using a single pointer is able to be canceled.
<a href="#"><b>2.5.3 Label in Name</b></a> (Level A 2.1 and 2.2)	Web: <b>Supports</b>	For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
<a href="#"><b>2.5.4 Motion Actuation</b></a> (Level A 2.1 and 2.2)	Web: <b>Not Applicable</b>	No functionality is triggered by device or user motion.
<a href="#"><b>3.1.1 Language of Page</b></a> (Level A)	Web: <b>Supports</b>	The default human language of each Web page can be programmatically determined.
<a href="#"><b>3.2.1 On Focus</b></a> (Level A)	Web: <b>Supports</b>	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.
<a href="#"><b>3.2.2 On Input</b></a> (Level A)	Web: <b>Supports</b>	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.
<a href="#"><b>3.2.6 Consistent Help</b></a> (Level A 2.2 only)	Web: <b>Supports</b>	Help is available from all pages via a "Floating Access Button" in the lower right corner of the screen.
<a href="#"><b>3.3.1 Error Identification</b></a> (Level A)	Web: <b>Supports</b>	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.
<a href="#"><b>3.3.2 Labels or Instructions</b></a> (Level A)	Web: <b>Supports</b>	Our products labels and content contain clear instructions.
<a href="#"><b>3.3.7 Redundant Entry</b></a> (Level A 2.2 only)		

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>4.1.1 Parsing</u></b> (Level A)            WCAG 2.0 and 2.1 – Always answer ‘Supports’            WCAG 2.2 (obsolete and removed) - Does not apply</p>	<p>Web: <b>Supports</b></p>	<p>For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p>
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p>	<p>Web: <b>Partially Supports</b>            (Please see remarks for further description)</p>	<p>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.</p> <p>Our question engine offers strong accessibility support. All of the question types used in the Homework would qualify as “partially supported”; highly intensive Math and Chemistry questions are most likely to cause an issue.</p> <p>Further notes: FlatWorld use the following question types which are considered fully Accessible, based on our question editor’s VPAT (2025):</p> <ul style="list-style-type: none"> <li>• Choice matrix</li> <li>• Classification</li> <li>• Cloze with drag &amp; drop</li> <li>• Essay plain text</li> <li>• Label image with drag &amp; drop</li> <li>• Label image with dropdown</li> <li>• Match list (association)</li> <li>• Multiple choice</li> <li>• Order list</li> <li>• Short text</li> </ul> <p>FlatWorld uses the following question types which are considered Partially Accessible, based on our question editor’s VPAT (2025):</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• Cloze chemistry</li> <li>• Cloze chemistry with image</li> <li>• Cloze math</li> <li>• Graphing</li> <li>• Math</li> <li>• Sort list</li> </ul>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>1.2.4 Captions (Live)</u></a> (Level AA)	Web: <b>Supports</b>	This product contains no live content, including no live video content.
<a href="#"><u>1.2.5 Audio Description (Prerecorded)</u></a> (Level AA)	Web: <b>Supports</b>	Textbook video and audio content contain closed captions and transcripts.
<a href="#"><u>1.3.4 Orientation</u></a> (Level AA 2.1 and 2.2)	Web: <b>Supports</b>	Content does not restrict its view and operation to a single display orientation.
<a href="#"><u>1.3.5 Identify Input Purpose</u></a> (Level AA 2.1 and 2.2)	Web: <b>Supports</b>	The purpose of each input field collecting information about the user can be <a href="#"><u>programmatically determined</u></a>
<a href="#"><u>1.4.3 Contrast (Minimum)</u></a> (Level AA)	Web: <b>Supports</b>	All UI elements meet the minimum requirement for contrast ratios.
<a href="#"><u>1.4.4 Resize text</u></a> (Level AA)	Web: <b>Supports</b>	User can zoom up to 200% and the text will still be properly rendered.
<a href="#"><u>1.4.5 Images of Text</u></a> (Level AA)	Web: <b>Supports</b>	Long descriptions for images with text content are available.
<a href="#"><u>1.4.10 Reflow</u></a> (Level AA 2.1 and 2.2)	Web: <b>Supports</b>	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Vertical scrolling content at a width equivalent to 320 CSS pixels</li> <li>Horizontal scrolling content at a height equivalent to 256 CSS pixels.</li> </ul>
<a href="#"><u>1.4.11 Non-text Contrast</u></a> (Level AA 2.1 and 2.2)	Web: <b>Supports</b>	User interface components and graphical objects contain of at least 3:1 against adjacent color(s)
<a href="#"><u>1.4.12 Text Spacing</u></a> (Level AA 2.1 and 2.2)	Web: <b>Supports</b>	Markup generated to follow specifications for browsers and assistive technology for line, letter, and word spacing.
<a href="#"><u>1.4.13 Content on Hover or Focus</u></a> (Level AA 2.1 and 2.2)	Web: <b>Supports</b>	Content shown on hover is dismissible, “hoverable”, and persistent.
<a href="#"><u>2.4.5 Multiple Ways</u></a> (Level AA)	Web: <b>Supports</b>	User has more than one way to move the web applications, including lines, search, and menu options.
<a href="#"><u>2.4.6 Headings and Labels</u></a> (Level AA)	Web: <b>Supports</b>	Products are organized using headings and textbooks provide heading structures.
<a href="#"><u>2.4.7 Focus Visible</u></a> (Level AA)	Web: <b>Supports</b>	Products are designed to display visual focus when user arrives on them via keyboard tab.
<a href="#"><u>2.4.11 Focus Not Obscured (Minimum)</u></a> (Level AA 2.2 only)	Web: <b>Supports</b>	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.
<a href="#"><u>2.5.7 Dragging Movements</u></a> (Level AA 2.2 only)	Web: <b>Supports</b>	All “draggable” actions are achievable my standard keyboard methods as well.
<a href="#"><u>2.5.8 Target Size (Minimum)</u></a> (Level AA 2.2 only)	Web: <b>Supports</b>	All targets are 24 pixels by 24 pixels or larger or are accessible by other means.
<a href="#"><u>3.1.2 Language of Parts</u></a> (Level AA)	Web: <b>Supports</b>	Site and content is exclusively in English. The use of language of parts is not relevant to the content.
<a href="#"><u>3.2.3 Consistent Navigation</u></a> (Level AA)	Web: <b>Supports</b>	Products are designed with consistent, structured navigation per product and/or context.

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><b>3.2.4 Consistent Identification</b></a> (Level AA)	Web: <b>Supports</b>	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.
<a href="#"><b>3.3.3 Error Suggestion</b></a> (Level AA)	Web: <b>Supports</b>	If a user enters incomplete information an informative error message appears.
<a href="#"><b>3.3.4 Error Prevention (Legal, Financial, Data)</b></a> (Level AA)	Web: <b>Supports</b>	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.
<a href="#"><b>3.3.8 Accessible Authentication (Minimum)</b></a> (Level AA 2.2 only)	Web: <b>Not Applicable</b>	No cognitive test features are used for authentication in FlatWorld applications.
<a href="#"><b>4.1.3 Status Messages</b></a> (Level AA 2.1 and 2.2)	Web: <b>Supports</b>	<a href="#">Status messages</a> can be <a href="#">programmatically determined</a> through <a href="#">role</a> or properties such that they can be presented to the user by <a href="#">assistive technologies</a> 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 <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	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
<b>502.3 Accessibility Services</b>	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	Partially Supports	All standard HTML semantics and actions are maintained for most elements, however, some dynamic items potentially lack proper ARIA labels. These are being addressed

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Partially Supports	Semantic HTML, proper parent/child relationships are maintained, however, some dynamic elements may lack proper ARIA labels. These are being addressed
<b><a href="#">503 Applications</a></b>	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
<b><a href="#">503.4 User Controls for Captions and Audio Description</a></b>	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	Does Not Support	FlatWorld is working to add this support in 2026
<b><a href="#">504 Authoring Tools</a></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See <a href="#">WCAG 2.x</a> 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
<b><i>601.1 Scope</i></b>	Heading cell – no response required	Heading cell – no response required
<b><i>602 Support Documentation</i></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	<a href="https://catalog.flatworldknowledge.com/accessibility">https://catalog.flatworldknowledge.com/ accessibility</a>
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> 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.
<b><i>603 Support Services</i></b>	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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