FlatWorld Accessibility Conformance Report Revised Section 508 Edition

VPAT® Version 2.3

Name of Product/Version: FlatWorld Platform

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

Date: June 2020

Contact information: support@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 manual testing performed with JAWS and Safari/VoiceOver. External manual testing was completed in Windows 10 using Internet Explorer 11 and JAWS 2018 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.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) 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.
- 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 be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 501.1 Scope, 504.2 Content Creation or Editing
- 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)		Alt text and/or long descriptions for relevant images are
 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) 	Web: Supports	available for all of the latest revisions of our textbooks.
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)	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) Also applies to:	Web: Supports	Captions have been added inside our online reader for all the latest revisions of our textbooks.

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)		
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)		Text transcripts have been created inside online reader
• 11.2.2.4 (Closed Software)	M/oh. Summonto	when not available directly through a third-party video
• 11.6.2 (Authoring Tool)	Web: Supports	player for all the latest revisions of our textbooks.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
2017 Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A)		
Also applies to:		
EN 301 549 Criteria		Heading structure varies by page. Textbook content in
• 9.2.7 (Web)		general very structured (HTML generated from more
• 10.2.7 (non-web document)	Make Boutielle Comments	structured markup language). In rare cases, headings
• 11.2.1.7 (Software)	Web: Partially Supports	levels are skipped or long lists are broken into separate
 11.2.2.7 (Closed Software) – Does not apply 		lists.
• 11.6.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		

 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) 13.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.1.9 (Software) 11.2.1.9 (Software) In the online reader, there are rare situations where 			
 • 504.2 (Authoring Tool) • 602.3 (Support Docs) 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 • 504.2 (Authoring Tool) • 602.3 (Support Docs) 1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 12.2.9 (Software) In general, if a user navigates using keyboard or use method that strips out CSS, they can navigate in sar sequence as user who approaches the website as designed. Web: Supports 			
602.3 (Support Docs) 1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.2.8 (Web) 10.2.8 (non-web document) 11.6.1.8 (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) 1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 10.2.9 (software) 11.2.1,9 (
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) • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.1.9 (Closed Software) – Poos not apply		•	
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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 (Support Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply	aningful Sequence (Level A)	equence (Level A)	
 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) 12.1.4 (Support Docs) 12.2.4 (Support Docs) 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 13.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.1.9 (Software) 11.2.1.9 (Software) 11.2.1.9 (Software) In general, if a user navigates using keyboard or use method that strips out CSS, they can navigate in sar sequence as user who approaches the website as designed. Some aspects of online homework require careful in from a JAWS or keyboard-only user, but our questic engine offers strong accessibility support. On the website there are no instances where user in guided solely by location, color, shape, or size. In the online reader, there are rare situations where 	ies to:		
 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) 13.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.1.9 (Software) In the online reader, there are rare situations where 	49 Criteria		
 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) 13.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) In the online reader, there are rare situations where 	.2.8 (Web)) In	general, if a user navigates using keyboard or uses a
 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) 1.3.3 Sensory Characteristics EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) – Does not apply Web: Supports General Representation of the support of the property apply Web: Supports Some aspects of online homework require careful in from a JAWS or keyboard-only user, but our questic engine offers strong accessibility support. On the website there are no instances where user is guided solely by location, color, shape, or size. In the online reader, there are rare situations where	.0.2.8 (non-web document)	n-web document)	nethod that strips out CSS, they can navigate in same
 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) 1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2 (Software) 11.3.3 (Closed Software) In the online reader, there are rare situations where 	.1.2.1.8 (Software)	oftware) se	equence as user who approaches the website as
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2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) — Does not apply	2.1.2 (Product Docs)	duct Docs)	ome aspects of online homework require careful input
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) — Does not apply	2.2.4 (Support Docs)	port Docs) from	om a JAWS or keyboard-only user, but our <u>question</u>
 504.2 (Authoring Tool) 602.3 (Support Docs) 1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) - Does not apply 	tion 508	er	ngine offers strong accessibility support.
 504.2 (Authoring Tool) 602.3 (Support Docs) 1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) - Does not apply 	01 (Web)(Software)	Software)	
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1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) — Does not apply			
Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) In the online reader, there are rare situations where		·	
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 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 12.2.9 (Closed Software) - Does not apply 			
 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) - Does not apply 	0.2.9 (Web)]	
In the online reader, there are rare situations where	.0.2.9 (non-web document)	i-web document)	uided solely by location, color, shape, or size.
In the online reader, there are rare situations where	1.2.1.9 (Software)	oftware)	
\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	· · · · · · · · · · · · · · · · · · ·	osed Software) - Does not apply	
1	1.6.2 (Authoring Tool)	horing [ool)	ext includes instructions that assume that users can see
• 12.1.2 (Product Docs)		duct Docs)	the content. Similarly, in rare cases a question refers to screen placement.
• 12.2.4 (Support Docs)	.2.2.4 (Support Docs)	port Docs)	
2017 Section 508			
• 501 (Web)(Software)	01 (Web)(Software)	Software)	
• 504.2 (Authoring Tool)	04.2 (Authoring Tool)	noring Tool)	
• 602.3 (Support Docs)			
1.4.1 Use of Color (Level A)			
Also applies to:		Pr	roducts do not use color alone to guide users. Color is
EN 301 549 Criteria Web: Supports used sparingly and only as decoration.		W/An' Siinnorts	
• 9.2.10 (Web)	.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)		
1.4.2 Audio Control (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.11 (Web)		
• 10.2.11 (non-web document)	Web: Supports	There is no sudicathet place subspectically in any of the
• 11.2.1.11 (Software)		There is no audio that plays automatically in any of the
 11.2.2.11 (Closed Software) – Does not apply 		products.
• 11.6.2 (Authoring Tool)		Any sudic in the much sets contains controls that are
• 12.1.2 (Product Docs)		Any audio in the products contains controls that are accessible.
• 12.2.4 (Support Docs)		accessible.
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		Website and homework fully support keyboards.
• 9.2.15 (Web)		
• 10.2.15 (non-web document)		In the online reader, there are controls like closing the
• 11.2.1.15 (Software)	Mah. Dautially Supports	internal search or using the comment functionality that
• 11.2.2.15 (Closed Software)	Web: Partially Supports	are difficult using only a keyboard.
• 11.6.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		Similarly, some components of online homework are
• 12.2.4 (Support Docs)		difficult to use with only a keyboard, like grade exports.
2017 Section 508		
• 501 (Web)(Software)		

504.2 (A. H.,		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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)		There is no functionality in the site that traps keyboard
• 11.2.2.16 (Closed Software) – Does not apply	Web: Supports	user and does not allow them to move on.
• 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)		
2.2.1 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)		Timed components are only used in online homework
• 11.2.2.17 (Closed Software) – Does not apply	Web: Supports	exams, and include appropriate controls given the
• 11.6.2 (Authoring Tool)		context (a timed assignment).
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
2017 Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A)		
Also applies to:		
EN 301 549 Criteria	Web: Supports	Automatically triggered content contains accessible
• 9.2.18 (Web)		controls to pause, and start.
• 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		
• 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 	M/ob: Supports	There is no fleshing content in the product
• 11.6.2 (Authoring Tool)	Web: Supports	There is no flashing content in the product.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
2017 Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.4.1 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		"Chin to content" links are used on pages to facilitate
 11.2.2.20 (Closed Software) – Does not apply 	Web: Supports	"Skip to content" links are used on pages to facilitate navigation.
• 11.6.2 (Authoring Tool)	web. Supports	
• 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 		

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2.4.2 Page Titled (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.21 (Web)		
• 10.2.21 (non-web document)		All page titles are descriptive and reflect purpose.
• 11.2.1.21 (Software) - Does not apply		
 11.2.2.21 (Closed Software) – Does not apply 	Web: Partially Supports	In the online reader and online homework, there are
• 11.6.2 (Authoring Tool)	Web. I di tiany supports	some situations where the title stays fixed (on
• 12.1.2 (Product Docs)		"Attempt", for example) rather than updating to a
• 12.2.4 (Support Docs)		unique and descriptive title pulled from the content.
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.4.3 Focus Order (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.22 (Web)	Web: Partially Supports	Active page elements remain in sequence as user
• 10.2.22 (non-web document)		
• 11.2.1.22 (Software)		navigates through them using only the keyboard.
 11.2.2.22 (Closed Software) – Does not apply 		
• 11.6.2 (Authoring Tool)		In the online reader, there are some situations where a
• 12.1.2 (Product Docs)		screen reader would read a tab that's not expanded
• 12.2.4 (Support Docs)		visually (flashcards, for example).
2017 Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.4.4 Link Purpose (In Context) (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.23 (Web)	Mala Command	Links have unique names so user doesn't have to guess
• 10.2.23 (non-web document)	Web: Supports	at their purpose.
• 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) 		
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)		
501 (Web)(Software)504.2 (Authoring Tool)		
• 504.2 (Authoring Tool)		
· · · · · · · · · · · · · · · · · · ·		
• 602.3 (Support Docs)		
V 11 /		
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)	The default human langua	age of each Web page can be
• 11.2.2.27 (Closed Software)	programmatically determ	ined.
• 11.6.2 (Authoring Tool)	upports programmatically determine	
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
2017 Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
3.2.1 On Focus (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.29 (Web)	The products do not shift	focus context without the user
• 10.2.29 (non-web document)	deliberately initiating an a	action.
• 11.2.1.29 (Software)		
• 11.2.2.29 (Closed Software) – Does not apply	There are some occasiona	ıl focus shifts when using
• 11.6.2 (Authoring Tool)	screen reading assistive to	echnology or screen
• 12.1.2 (Product Docs)	magnification. These char	nge of focus actions are, in
• 12.2.4 (Support Docs)	general, not too distractin	ng and easily overcome by
2017 Section 508	users.	
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
3.2.2 On Input (Level A)	Our products are straightf	orward in terms of
Also applies to:	interactions. User can eas	ily understand what to expect

E	1	T
EN 301 549 Criteria		when they click a link to move to another place in the
• 9.2.30 (Web)		website, opt to download the files, or click the Submit
• 10.2.30 (non-web document)		button in the homework, for example.
• 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)		
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)		The platform identifies, with clarity, when a user has
• 11.2.2.33 (Closed Software)	Web: Supports	input insufficient information, like omitting a required
• 11.6.2 (Authoring Tool)	web. Supports	field in the contact form or trying to access materials the
• 12.1.2 (Product Docs)		user doesn't have rights to, for example.
• 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)	14/11- 6	Our products labels and content contain clear
• 11.2.1.34 (Software)	Web: Supports	instructions.
• 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)		
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)		Markup gaparated to fallow specifications for browsers
 11.2.2.37 (Closed Software) – Does not apply 	Mah. Supposts	Markup generated to follow specifications for browsers
• 11.6.2 (Authoring Tool)	Web: Supports	and assistive technology.
• 12.1.2 (Product Docs)		
• 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)		In most contexts, the sites are implemented to convey
• 10.2.38 (non-web document)		what the element is, what it will do and whether, if
• 11.2.1.38 (Software)		applicable, it is open/closed, hidden/visible, etc.
 11.2.2.38 (Closed Software) – Does not apply 	Mah. Bantially Symposts	
• 11.6.2 (Authoring Tool)	Web: Partially Supports	In the online homework some navigation suggestions
• 12.1.2 (Product Docs)		conflict with JAWS defaults and some questions are
• 12.2.4 (Support Docs)		difficult to complete (selecting multiple options) in JAWS
2017 Section 508		or using only a keyboard.
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		

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)		
 11.2.2.5 (Closed Software) – Does not apply 	Web: Supports	This product contains no live content, including no live
• 11.6.2 (Authoring Tool)	web. Supports	video content.
• 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 	Web: Partially Supports	In limited cases, existing audio soundtrack for video is
• 11.6.2 (Authoring Tool)	ves. I artially supports	not sufficient to comprehensively describe content.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
2017 Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.4.3 Contrast (Minimum) (Level AA)		All UI elements meet the minimum requirement for
Also applies to:	Web: Supports	contrast ratios.
EN 301 549 Criteria		33

• 9.2.12 (Web)		
• 10.2.12 (non-web document)		
• 11.2.1.12 (Software)		
 11.2.2.12 (Closed Software) – Does not apply 		
• 11.6.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
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)	Web: Supports	User can zoom up to 200% and text will still be properly rendered.
• 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)		
1.4.5 Images of Text (Level AA)		
Also applies to:		
EN 301 549 Criteria	Web: Partially Supports	Where images contain text, such as book covers, they have alt text. Long descriptions for images with text content are available for the latest revisions of our textbooks.
• 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		

FO1 (Moh)(Coffware)		
• 501 (Web)(Software)		
• 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 		User has more than one way to move through site,
 11.2.2.24 (Closed Software) – Does not apply 	Web: Supports	including links, search and menu option under logged in
• 11.6.2 (Authoring Tool)	web. Supports	User name to return to their dashboard from all book
• 12.1.2 (Product Docs)		pages.
• 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 		
2.4.6 Headings and Labels (Level AA)		
Also applies to:		
EN 301 549 Criteria		Products are organized using headings and textbooks
• 9.2.25 (Web)		
• 10.2.25 (non-web document)		
• 11.2.1.25 (Software)		
 11.2.2.25 (Closed Software) – Does not apply 	W/alax Carrage and a	
• 11.6.2 (Authoring Tool)	Web: Supports	provide heading structures.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
2017 Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA)		
Also applies to:	Web: Supports	Products are designed to display visual focus when user arrives on them via keyboard tab.
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)		
3.1.2 Language of Parts (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.28 (Web)		Site and content is exclusively in English. The use of language of parts is not relevant to the content.
• 10.2.28 (non-web document)		
 11.2.1.28 (Software) – Does not apply 		
 11.2.2.28 (Closed Software) – Does not apply 	NA/ a la . Carra a rata	
• 11.6.2 (Authoring Tool)	Web: Supports	
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
2017 Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.31 (Web)		Products are designed with consistent, structured navigation per product and/or context.
 10.2.31 (non-web document) – Does not apply 		
 11.2.1.31 (Software) – Does not apply 	Male Deutielle Comments	
 11.2.2.31 (Closed Software) – Does not apply 	Web: Partially Supports	
• 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)		
3.2.4 Consistent Identification (Level AA) Also applies to: Supports			
Also applies to: EN 301 549 Criteria 9.2.32 (Web) 10.2.32 (non-web document) — Does not apply 11.2.2.32 (Closed Software) — Does not apply 12.2.4 (Support Docs) 12.2.4 (Support Docs) 12.2.4 (Support Docs) 12.2.4 (Support Docs) — Does not apply to non-web software 15.4.2 (Authoring Tool) 16.60.2.3 (Support Docs) — Does not apply to non-web docs 13.3.3 Error Suggestion (Level AA) Also applies to: 11.2.2.35 (Closed Software) — Does not apply 11.2.2.4 (Support Docs) 12.2.4 (Support Docs) 12.2.5 (Support Docs) 12.2.6 (Support Docs) 12.2.7 (Support Docs) 12.2.8 (Support Docs) 12.2.8 (Support Docs) 12.2.9 (
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their own books, check their account, for example. 11.2.2.32 (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 3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.2.35 (Web) 10.2.35 (losed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 12.2.4 (Support Docs) 13.3 Error Suggestion (Level AD) Web: Supports #Web: Supports #Web: Supports ##Web: Supports ### Their own books, check their account, for example. Labeling is similarly used through site for search, submit and actions like read. #### Idea			• ,
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• 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)	

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 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	https://catalog.flatworldknowledge.com/accessibility
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	FlatWorld customer service can provide instructions online.
603 Support Services	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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