

# 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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> 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 <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	(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
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1 (Web)</li> <li>● 10.2.1 (non-web document)</li> <li>● 11.2.1.1 (Software)</li> <li>● 11.2.2.1 (Closed Functionality Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Alt text and/or long descriptions for relevant images are available for all of the latest revisions of our textbooks.</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2 (Web)</li> <li>● 10.2.2 (non-web document)</li> <li>● 11.2.1.2 (Software)</li> <li>● 11.2.2.2.1 and 11.2.2.2.2 (Closed Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Text transcripts are provided inside our online reader for all the latest revisions of our textbooks.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p>	<p>Web: <b>Supports</b></p>	<p>Captions have been added inside our online reader for all the latest revisions of our textbooks.</p>

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.3 (Web)</li> <li>● 10.2.3 (non-web document)</li> <li>● 11.2.1.3 (Software)</li> <li>● 11.2.2.3 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4 (Web)</li> <li>● 10.2.4 (non-web document)</li> <li>● 11.2.1.4 (Software)</li> <li>● 11.2.2.4 (Closed Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Text transcripts have been created inside online reader when not available directly through a third-party video player for all the latest revisions of our textbooks.</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.7 (Web)</li> <li>● 10.2.7 (non-web document)</li> <li>● 11.2.1.7 (Software)</li> <li>● 11.2.2.7 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: <b>Partially Supports</b></p>	<p>Heading structure varies by page. Textbook content in general very structured (HTML generated from more structured markup language). In rare cases, headings levels are skipped or long lists are broken into separate lists.</p>

<p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.8 (Web)</li> <li>● 10.2.8 (non-web document)</li> <li>● 11.2.1.8 (Software)</li> <li>● 11.2.2.8 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>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.</p> <p>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>.</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.9 (Web)</li> <li>● 10.2.9 (non-web document)</li> <li>● 11.2.1.9 (Software)</li> <li>● 11.2.2.9 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Partially Supports</b></p>	<p>On the website there are no instances where user is guided solely by location, color, shape, or size.</p> <p>In the online reader, there are rare situations where the text includes instructions that assume that users can see the content. Similarly, in rare cases a question refers to screen placement.</p>
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.10 (Web)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Products do not use color alone to guide users. Color is used sparingly and only as decoration.</p>

<ul style="list-style-type: none"> <li>● 10.2.10 (non-web document)</li> <li>● 11.2.1.10 (Software)</li> <li>● 11.2.2.10 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.11 (Web)</li> <li>● 10.2.11 (non-web document)</li> <li>● 11.2.1.11 (Software)</li> <li>● 11.2.2.11 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>There is no audio that plays automatically in any of the products.</p> <p>Any audio in the products contains controls that are accessible.</p>
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.15 (Web)</li> <li>● 10.2.15 (non-web document)</li> <li>● 11.2.1.15 (Software)</li> <li>● 11.2.2.15 (Closed Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	<p>Web: <b>Partially Supports</b></p>	<p>Website and homework fully support keyboards.</p> <p>In the online reader, there are controls like closing the internal search or using the comment functionality that are difficult using only a keyboard.</p> <p>Similarly, some components of online homework are difficult to use with only a keyboard, like grade exports.</p>

<ul style="list-style-type: none"> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.16 (Web)</li> <li>● 10.2.16 (non-web document)</li> <li>● 11.2.1.16 (Software)</li> <li>● 11.2.2.16 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>There is no functionality in the site that traps keyboard user and does not allow them to move on.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.17 (Web)</li> <li>● 10.2.17 (non-web document)</li> <li>● 11.2.1.17 (Software)</li> <li>● 11.2.2.17 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Timed components are only used in online homework exams, and include appropriate controls given the context (a timed assignment).</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.18 (Web)</li> <li>● 10.2.18 (non-web document)</li> <li>● 11.2.1.18 (Software)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Automatically triggered content contains accessible controls to pause, and start.</p>

<ul style="list-style-type: none"> <li>● 11.2.2.18 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.19 (Web)</li> <li>● 10.2.19 (non-web document)</li> <li>● 11.2.1.19 (Software)</li> <li>● 11.2.2.19 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>There is no flashing content in the product.</p>
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.20 (Web)</li> <li>● 10.2.20 (non-web document) – Does not apply</li> <li>● 11.2.1.20 (Software) – Does not apply</li> <li>● 11.2.2.20 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: <b>Supports</b></p>	<p>“Skip to content” links are used on pages to facilitate navigation.</p>



<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.21 (Web)</li> <li>● 10.2.21 (non-web document)</li> <li>● 11.2.1.21 (Software) - Does not apply</li> <li>● 11.2.2.21 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Web: <b>Partially Supports</b></p>	<p>All page titles are descriptive and reflect purpose.</p> <p>In the online reader and online homework, there are some situations where the title stays fixed (on “Attempt”, for example) rather than updating to a unique and descriptive title pulled from the content.</p>
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.22 (Web)</li> <li>● 10.2.22 (non-web document)</li> <li>● 11.2.1.22 (Software)</li> <li>● 11.2.2.22 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Partially Supports</b></p>	<p>Active page elements remain in sequence as user navigates through them using only the keyboard.</p> <p>In the online reader, there are some situations where a screen reader would read a tab that’s not expanded visually (flashcards, for example).</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.23 (Web)</li> <li>● 10.2.23 (non-web document)</li> <li>● 11.2.1.23 (Software)</li> <li>● 11.2.2.23 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Links have unique names so user doesn’t have to guess at their purpose.</p>

<ul style="list-style-type: none"> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.27 (Web)</li> <li>● 10.2.27 (non-web document)</li> <li>● 11.2.1.27 (Software)</li> <li>● 11.2.2.27 (Closed Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>The default human language of each Web page can be programmatically determined.</p>
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.29 (Web)</li> <li>● 10.2.29 (non-web document)</li> <li>● 11.2.1.29 (Software)</li> <li>● 11.2.2.29 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>The products do not shift focus context without the user deliberately initiating an action.</p> <p>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.</p>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p>	<p>Web: <b>Supports</b></p>	<p>Our products are straightforward in terms of interactions. User can easily understand what to expect</p>

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.30 (Web)</li> <li>● 10.2.30 (non-web document)</li> <li>● 11.2.1.30 (Software)</li> <li>● 11.2.2.30 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>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 homework, for example.</p>
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.33 (Web)</li> <li>● 10.2.33 (non-web document)</li> <li>● 11.2.1.33 (Software)</li> <li>● 11.2.2.33 (Closed Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>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.</p>
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.34 (Web)</li> <li>● 10.2.34 (non-web document)</li> <li>● 11.2.1.34 (Software)</li> <li>● 11.2.2.34 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Our products labels and content contain clear instructions.</p>

<p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.37 (Web)</li> <li>● 10.2.37 (non-web document)</li> <li>● 11.2.1.37 (Software)</li> <li>● 11.2.2.37 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Markup generated to follow specifications for browsers and assistive technology.</p>
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.38 (Web)</li> <li>● 10.2.38 (non-web document)</li> <li>● 11.2.1.38 (Software)</li> <li>● 11.2.2.38 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Partially Supports</b></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.</p> <p>In the online homework some navigation suggestions conflict with JAWS defaults and some questions are difficult to complete (selecting multiple options) in JAWS or using only a keyboard.</p>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5 (Web)</li> <li>● 10.2.5 (non-web document)</li> <li>● 11.2.1.5 (Software)</li> <li>● 11.2.2.5 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>This product contains no live content, including no live video content.</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.6 (Web)</li> <li>● 10.2.6 (non-web document)</li> <li>● 11.2.1.6 (Software)</li> <li>● 11.2.2.6 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Partially Supports</b></p>	<p>In limited cases, existing audio soundtrack for video is not sufficient to comprehensively describe content.</p>
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: <b>Supports</b></p>	<p>All UI elements meet the minimum requirement for contrast ratios.</p>

<ul style="list-style-type: none"> <li>● 9.2.12 (Web)</li> <li>● 10.2.12 (non-web document)</li> <li>● 11.2.1.12 (Software)</li> <li>● 11.2.2.12 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.13 (Web)</li> <li>● 10.2.13 (non-web document)</li> <li>● 11.2.1.13 (Software)</li> <li>● 11.2.2.13 (Closed Software)</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>User can zoom up to 200% and text will still be properly rendered.</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.14 (Web)</li> <li>● 10.2.14 (non-web document)</li> <li>● 11.2.1.14 (Software)</li> <li>● 11.2.2.14 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p>	<p>Web: <b>Partially Supports</b></p>	<p>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.</p>

<ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.24 (Web)</li> <li>● 10.2.24 (non-web document) – Does not apply</li> <li>● 11.2.1.24 (Software) – Does not apply</li> <li>● 11.2.2.24 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: <b>Supports</b></p>	<p>User has more than one way to move through site, including links, search and menu option under logged in User name to return to their dashboard from all book pages.</p>
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.25 (Web)</li> <li>● 10.2.25 (non-web document)</li> <li>● 11.2.1.25 (Software)</li> <li>● 11.2.2.25 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Products are organized using headings and textbooks provide heading structures.</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.26 (Web)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Products are designed to display visual focus when user arrives on them via keyboard tab.</p>

<ul style="list-style-type: none"> <li>● 10.2.26 (non-web document)</li> <li>● 11.2.1.26 (Software)</li> <li>● 11.2.2.26 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.28 (Web)</li> <li>● 10.2.28 (non-web document)</li> <li>● 11.2.1.28 (Software) – Does not apply</li> <li>● 11.2.2.28 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Site and content is exclusively in English. The use of language of parts is not relevant to the content.</p>
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.31 (Web)</li> <li>● 10.2.31 (non-web document) – Does not apply</li> <li>● 11.2.1.31 (Software) – Does not apply</li> <li>● 11.2.2.31 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web: <b>Partially Supports</b></p>	<p>Products are designed with consistent, structured navigation per product and/or context.</p>



<ul style="list-style-type: none"> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.32 (Web)</li> <li>● 10.2.32 (non-web document) – Does not apply</li> <li>● 11.2.1.32 (Software) – Does not apply</li> <li>● 11.2.2.32 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: <b>Supports</b></p>	<p>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.</p> <p>Labeling is similarly used through site for search, submit and actions like read.</p>
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.35 (Web)</li> <li>● 10.2.35 (non-web document)</li> <li>● 11.2.1.35 (Software)</li> <li>● 11.2.2.35 (Closed Software) – Does not apply</li> <li>● 11.6.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>If a user enters incomplete information an informative error message appears.</p> <p>Evaluation followed sampled, internal and external approach described on page 1.</p> <p>If a user enters incomplete information an informative error message appears.</p>
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.36 (Web)</li> <li>● 10.2.36 (non-web document)</li> <li>● 11.2.1.36 (Software)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Error messages are specific, letting the user know exactly what type of information is missing.</p> <p>Error messages are specific and would not cause the user to incur legal, financial, or data loss.</p>

<ul style="list-style-type: none"><li>● 11.2.2.36 (Closed Software) – Does not apply</li><li>● 11.6.2 (Authoring Tool)</li><li>● 12.1.2 (Product Docs)</li><li>● 12.2.4 (Support Docs)</li></ul> 2017 Section 508 <ul style="list-style-type: none"><li>● 501 (Web)(Software)</li><li>● 504.2 (Authoring Tool)</li><li>● 602.3 (Support Docs)</li></ul>		
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# 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	<a href="https://catalog.flatworldknowledge.com/accessibility">https://catalog.flatworldknowledge.com/accessibility</a>
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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