VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

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| **Name of Product** | **Evolve** |
| **Date Last Updated** | **June 3, 2025** |
| Completed by | Jay Nemchik (Elsevier Digital Accessibility Team) |
| **Applicable Standards/Guidelines** | This document rates Evolve according to the [W3C WCAG 2.1 A and AA](https://www.w3.org/TR/WCAG21/) requirements. |
| **Contact for More Information** | Elsevier Digital Accessibility Team [accessibility@elsevier.com](mailto:accessibility@elsevier.com?subject=Accessibility%20and%20Shadow%20Health) |
| **Testing Tools and Methods** | * **Hands-on keyboard operation** * **DevTools/Code inspection** * **Mozilla Firefox 115 and Chrome 124 on Windows 11 22H2** * **NVDA screen reader 2023.3** * **WAVE Browser Extension** * **Color Contrast Analyzer** * [W3C Web Accessibility Initiative (WAI) Pages](https://www.w3.org/WAI/) * [Elsevier Accessibility Checklist](http://romeo.elsevier.com/accessibility_checklist/) |
| **Document Sections** | This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections:   * Visuals * Keyboard * Headings and Structure * Labeling * Multimedia * Usability * Mobile User Experience |
| **Pages Covered** | Header, Footer, Login, Create an Account, Welcome to Evolve (Student, Instructor), Search Results, Product Page, My Evolve, Course Home, Account Settings, Evolve Support Center, My Content (Evolve Link/lticontenttool.elsevier.com), My Cart |
| **Terms** | * **Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.** * **Partially supports: Some functionality of the product does not meet the criteria.** * **Does not support: Majority of functionality of the product does not meet the criteria.** * **Supports (N/A): According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."** |
| **Notes/Terminology** | * **“AT” stands for Assistive Technology such as screen readers, voice input, etc.** * **Cart credit card input process covered by Secure Payment ACR.** |

## Conformance Summary

| **WCAG 2.1 Success Criterion** | **Level** | **Evaluation** |
| --- | --- | --- |
| 1.1.1: Non-text Content | A | Partially supports |
| 1.2.1: Audio-only and Video-only (Prerecorded) | A | Supports (N/A) |
| 1.2.2: Captions (Prerecorded) | A | Supports (N/A) |
| 1.2.3: Audio Description or Full Text Alternative | A | Supports (N/A) |
| 1.2.4: Captions (Live) | AA | Supports (N/A) |
| 1.2.5: Audio Description | AA | Supports (N/A) |
| 1.3.1: Info and Relationships | A | Partially supports |
| 1.3.2: Meaningful Sequence | A | Partially supports |
| 1.3.3: Sensory Characteristics | A | Supports |
| 1.3.4: Orientation (2.1) | AA | Supports |
| 1.3.5: Identify Input Purpose (2.1) | AA | Supports |
| 1.4.1: Use of Color | A | Supports |
| 1.4.2: Audio Control | A | Supports (N/A) |
| 1.4.3: Contrast (Minimum) | AA | Partially supports |
| 1.4.4: Resize text | AA | Supports |
| 1.4.5: Images of Text | AA | Supports |
| 1.4.10: Reflow (2.1) | AA | Supports |
| 1.4.11: Non-Text Contrast (2.1) | AA | Supports |
| 1.4.12: Text Spacing (2.1) | AA | Supports |
| 1.4.13: Content on Hover or Focus (2.1) | AA | Supports (N/A) |
| 2.1.1: Keyboard | A | Partially supports |
| 2.1.2: No Keyboard Trap | A | Supports |
| 2.1.4: Character Key Shortcuts (2.1) | A | Supports (N/A) |
| 2.2.1: Timing Adjustable | A | Supports |
| 2.2.2: Pause, Stop, Hide | A | Supports (N/A) |
| 2.3.1: Three Flashes or Below Threshold | A | Supports (N/A) |
| 2.4.1: Bypass Blocks | A | Supports |
| 2.4.2: Page Titled | A | Supports |
| 2.4.3: Focus Order | A | Partially supports |
| 2.4.4: Link Purpose (In Context) | A | Supports |
| 2.4.5: Multiple Ways | AA | Supports |
| 2.4.6: Headings and Labels | AA | Supports |
| 2.4.7: Focus Visible | AA | Partially supports |
| 2.5.1: Pointer Gestures (2.1) | A | Supports (N/A) |
| 2.5.2: Pointer Cancellation (2.1) | A | Supports |
| 2.5.3: Label in Name (2.1) | A | Partially supports |
| 2.5.4: Motion Actuation (2.1) | A | Supports (N/A) |
| 3.1.1: Language of Page | A | Supports |
| 3.1.2: Language of Parts | AA | Supports (N/A) |
| 3.2.1: On Focus | A | Supports |
| 3.2.2: On Input | A | Supports |
| 3.2.3: Consistent Navigation | AA | Supports |
| 3.2.4: Consistent Identification | AA | Supports |
| 3.3.1: Error Identification | A | Supports |
| 3.3.2: Labels or Instructions | A | Supports |
| 3.3.3: Error Suggestion | AA | Supports |
| 3.3.4: Error Prevention (Legal, Financial, Data) | AA | Supports |
| 4.1.1: Parsing | A | Supports |
| 4.1.2: Name, Role, Value | A | Partially supports |
| 4.1.3: Status Messages (2.1) | AA | Supports |

## WCAG 2.1 A and AA Success Criteria

### Visuals

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.1.1: Non-Text Content](https://www.w3.org/TR/WCAG21/#non-text-content) (A) Provide text alternatives for non-text content (e.g. images) | Partially supports | Images, icons, and graphs include text equivalents in most cases.  **Exceptions:**  Search Results: The campaign image ad does not have descriptive alt text to help users understand where the link will take them.  Product Page: Marking images do not have descriptive alt text to help users understand where the link will take them. |
| [1.3.3: Sensory Characteristics](https://www.w3.org/TR/WCAG21/#sensory-characteristics) (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound | Supports | Content does not rely on sensory characteristics. |
| [1.4.1: Use of Color](https://www.w3.org/TR/WCAG21/#use-of-color) (A) Color is not used as the only visual means of conveying info | Supports | Color is not used as the only means of conveying information. |
| [1.4.3: Color Contrast (Minimum)](https://www.w3.org/TR/WCAG21/#contrast-minimum) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text) | Partially supports | Most text has enough contrast with its corresponding background.  **Exceptions:**  Course Home: Gray text in the header does not have enough contrast at 4.22:1. Blue course links do not have enough contrast at 3.31:1. Course ID text does not have enough contrast at 2.85:1. |
| [1.4.4: Resize Text](https://www.w3.org/TR/WCAG21/#resize-text) (AA)  Text can be enlarged up to 200% without loss of functionality. | Supports | Text can be enlarged to 200% without loss of functionality. |
| [1.4.5: Images of Text](https://www.w3.org/TR/WCAG21/#images-of-text) (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos | Supports | No images of text are used other than for Logos. |
| [1.4.10: Reflow](https://www.w3.org/TR/WCAG21/#reflow) (AA) 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. | Supports | All content is displayed in one scrolling direction for all content. |
| [1.4.11: Non-Text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast) (AA)  User interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s). | Supports | All UI components and graphical objects pass the minimum contrast ratio of 3:1. |
| [1.4.12: Text Spacing](https://www.w3.org/TR/WCAG21/#text-spacing) (AA)  In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property:  Line height (line spacing) to at least 1.5 times the font size;  Spacing following paragraphs to at least 2 times the font size;  Letter spacing (tracking) to at least 0.12 times the font size;  Word spacing to at least 0.16 times the font size. | Supports | All content can be adjusted to the minimum text spacing requirements without loss of readability or functionality. |
| [1.4.13: Content on Hover or Focus](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (AA)  Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:   * Dismissable * Hoverable * Persistent | Supports (N/A) | There is no content that appears on hover or focus on the site. |
| [2.3.1: Three Flashes or Below Threshold](https://www.w3.org/TR/WCAG21/#three-flashes-or-below-threshold) (A) No more than three flashes in a 1-second period, or the flashes are below the defined thresholds | Supports (N/A) | No flashing content exists. |

### Keyboard

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.2: Meaningful Sequence](https://www.w3.org/TR/WCAG21/#meaningfuusequence) (A)  The correct reading sequence can be programmatically determined | Partially supports | The correct reading sequence is logical with the DOM order matching the visual order in most areas.  **Exceptions:** Header: The navigation links are reached in a different order than the visual order when using a screen reader. |
| [2.1.1: Keyboard](https://www.w3.org/TR/WCAG21/#keyboard) (A)  All functionality is available from a keyboard, except for tasks such as drawing | Partially supports | Most content is keyboard operable.  **Exceptions**:  Header: The Help link cannot be activated by keyboard.  Course Home: The course name heading is editable, but cannot be reached by keyboard. "View as a Student" button cannot be reached by keyboard. |
| [2.1.2: No Keyboard Trap](https://www.w3.org/TR/WCAG21/#no-keyboard-trap) (A)  The user can use the keyboard to move through page elements and is not trapped on a particular element | Supports | No keyboard traps exist on any page. |
| [2.1.4: Character Key Shortcuts](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (A)  If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:   * Turn off * Remap * Active only on focus | Supports (N/A) | No keyboard shortcuts are implemented on the site. |
| [2.4.3: Focus Order](https://www.w3.org/TR/WCAG21/#focus-order) (A)  Users can tab through the elements of a page in a logical order | Partially supports | Tab order is logical on the site for almost all content.  **Exceptions:**  Header: The help dialog does not manage focus properly.  Welcome to Evolve: The Redeem an Access Code popup does not manage focus properly. |
| [2.4.7: Focus Visible](https://www.w3.org/TR/WCAG21/#focus-visible) (AA)  The page element with the current keyboard focus has a visible focus indicator | Partially supports | Nearly all elements use a good and contrasting visible focus.  **Exceptions:** Course Home: The minimize/maximize button does not have a visible focus. |
| [3.2.1: On Focus](https://www.w3.org/TR/WCAG21/#on-focus) (A)  When a UI component receives focus, this does not trigger unexpected actions. | Supports | Focusable elements do not cause unexpected actions when receiving focus. |

### Headings and Structure

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.1: Information and Relationships](https://www.w3.org/TR/WCAG21/#info-and-relationships) (A)  Info, structure, and relationships can be programmatically determined | Partially supports | Good use of headings to appropriately structure content. Elements are programmatically labelled.  **Exceptions:**  Footer: The links (Terms and Conditions to Technical Requirements) should be in an unordered list.  Account Settings: The group labels for Shipping and Billing Addresses do not communicate to AT. |
| [2.4.1: Bypass Blocks](https://www.w3.org/TR/WCAG21/#bypass-blocks) (A)  Users can bypass repeated blocks of content. | Supports | Headings and landmarks exist for skipping. There is a Skip to main content link on all pages. |
| [2.4.6: Headings and Labels](https://www.w3.org/TR/WCAG21/#headings-and-labels) (AA)  Headings and labels are clear and consistent. | Supports | Headings and labels used are clear and descriptive. |
| [3.1.1: Language of Page](https://www.w3.org/TR/WCAG21/#language-of-page) (A)  The language of the page is specified | Supports | The language is defined as lang="en". |
| [3.1.2: Language of Parts](https://www.w3.org/TR/WCAG21/#language-of-parts) (AA)  Specify the language of text passages that are in a different language than the default language of the page. | Supports (N/A) | There are no instances of different languages than the page default. |
| [4.1.1: Parsing](https://www.w3.org/TR/WCAG21/#parsing) (A)  Use valid, error-free HTML | Supports | HTML and CSS passes concerning these 4 specific criteria:  (i) elements have complete start and end tags,  (ii) elements are nested according to their specifications  (iii) elements do not contain duplicate attributes  (iv) any IDs are unique, except where the specifications allow these features. |

### Labeling

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.5: Identify Input Purpose](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (AA)  The purpose of each input field collecting information about the user can be programmatically determined when:  The input field serves a purpose identified in the Input Purposes for User Interface Components section; and the content is implemented using technologies with support for identifying the expected meaning for form input data. | Supports | Autocomplete attributes are given with proper values on relevant input fields that collect user data. |
| [2.4.2: Page Titled](https://www.w3.org/TR/WCAG21/#page-titled) (A)  The page has a title describing its topic or purpose | Supports | Titles change dynamically based on the current page and are descriptive. |
| [2.4.4: Link Purpose (In Context)](https://www.w3.org/TR/WCAG21/#link-purpose-in-context) (A)  The purpose of each link can be determined from the link text or surrounding context. | Supports | Links used have an identifiable purpose from the link text or surrounding context. |
| [2.5.3: Label in Name](https://www.w3.org/TR/WCAG21/#label-in-name) (A)  For user interface components with labels that include text or images of text, the name contains the text that is presented visually. | Partially supports | User interface components have the visible label as the first part of the programmatic label in most cases.  **Exception:**  My Cart: The Edit Billing Address, Shipping Address, and Payment method links do not include the visible text in the accessible name. |
| [3.2.4: Consistent Identification](https://www.w3.org/TR/WCAG21/#consistent-identification) (AA)  UI components used across the web site are identified consistently on every page. | Supports | UI components are consistent across the site in terms of HTML implementation and labelling. |
| [3.3.1: Error Identification](https://www.w3.org/TR/WCAG21/#error-identification) (A)  Input errors are clearly marked and described to the user. | Supports | Errors are clearly described and shown to users. |
| [3.3.2: Labels or Instructions](https://www.w3.org/TR/WCAG21/#labels-or-instructions) (A)  Items requiring user input are clearly labeled or have clear instructions. | Supports | All input areas have clear labels which are programmatically assigned. |
| [3.3.3: Error Suggestion](https://www.w3.org/TR/WCAG21/#error-suggestion) (AA)  When the user makes an input error, give suggestions for valid input. | Supports | Error suggestions given for forms on the site are appropriate for valid input. |
| [4.1.2: Name, Role, Value](https://www.w3.org/TR/WCAG21/#name-role-value) (A)  For all UI components, the name, value, and role can be programmatically determined. | Partially supports | UI components typically communicate their state programmatically.  **Exceptions:**  Header: The My Cart button should be a link. The Help link should be a button. The Help dialog should have aria-modal="true".  Welcome to Evolve: The Redeem an Access Code popup should have role="dialog" and aria-modal="true".  Search Results: The 'X' close button within the additional information popups does not have an accessible name. |
| [4.1.3: Status Messages](https://www.w3.org/TR/WCAG21/#status-messages) (AA)  In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. | Supports | Status messages, such as errors, are communicated to assistive technology. |

### Multimedia

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.2.1: Audio-only or Video-only (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-only-and-video-only-prerecorded) (A)  Provide alternatives for pre-recorded audio-only or video-only content. | Supports (N/A) | No pre-recorded audio-only or video-only content was reviewed. |
| [1.2.2: Captions (Prerecorded)](https://www.w3.org/TR/WCAG21/#captions-prerecorded) (A)  Provide captions for pre-recorded audio | Supports (N/A) | There is no pre-recorded audio on the site. |
| [1.2.3: Audio Description or Media Alternative (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-or-media-alternative-prerecorded) (A)  Provide alternatives for pre-recorded synchronized audio/video | Supports (N/A) | There is no pre-recorded synchronized audio/video on the site. |
| [1.2.4: Captions (Live)](https://www.w3.org/TR/WCAG21/#captions-live) (AA)  Provide captions for live audio in synchronized audio/video. | Supports (N/A) | There is no live audio in synchronized audio/video. |
| [1.2.5: Audio Description (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-prerecorded) (AA)  Provide an audio description of pre-recorded video. | Supports (N/A) | There is no pre-recorded video on the site. |
| [1.4.2: Audio Control](https://www.w3.org/TR/WCAG21/#audio-control) (A)  Audio can be paused and stopped, or the audio volume can be changed. | Supports (N/A) | There is no audio content on the site. |
| [2.2.2: Pause, Stop, Hide](https://www.w3.org/TR/WCAG21/#pause-stop-hide) (A)  Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information. | Supports (N/A) | There is no moving, blinking, or scrolling content. |

### Usability

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [2.2.1: Timing Adjustable](https://www.w3.org/TR/WCAG21/#pause-stop-hide) (A)  Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended | Supports | Evolve has a time limit, but users are made aware and given the option to extend. |
| [2.4.5: Multiple Ways](https://www.w3.org/TR/WCAG21/#multiple-ways) (AA)  More than one way is available to navigate to other web pages. | Supports | Users can reach all pages in the system using the global navigation.  Content pages can be reached through the global nav or homepage. |
| [3.2.2: On Input](https://www.w3.org/TR/WCAG21/#on-input) (A)  Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context. | Supports | User inputs do not cause unexpected actions. |
| [3.2.3: Consistent Navigation](https://www.w3.org/TR/WCAG21/#consistent-navigation) (AA)  Navigation menus are in the same location and order on every web page. | Supports | Navigation menus are consistently in the same place and in same order. |
| [3.3.4: Error Prevention (Legal, Financial, Data)](https://www.w3.org/TR/WCAG21/#error-prevention-legaufinanciaudata) (AA)  For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted. | Supports | Financial checkout commitments are covered in the Secure Checkout ACR. |

### Mobile User Experience

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.4: Orientation](https://www.w3.org/TR/WCAG21/#orientation)) (AA)  Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. | Supports | Content is not restricted to a single display orientation. |
| [2.5.1: Pointer Gestures](https://www.w3.org/TR/WCAG21/#pointer-gestures) (A)  All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. | Supports (N/A) | There is no content on the site that requires multipoint or path-based gestures. |
| [2.5.2: Pointer Cancellation](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (A)  For functionality that can be operated using a single pointer, at least one of the following is true:   * No Down-Event * Abort or Undo * Up Reversal * Essential | Supports | All content that can be operated with a single pointer can be undone or is performed on the up-event. |
| [2.5.4: Motion Actuation](https://www.w3.org/TR/WCAG21/#motion-actuation) (A)  Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:   * Supported Interface * Essential | Supports (N/A) | There is no content on the site that is activated by motion or actuation. |