VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

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| **Name of Product** | **Patient Education Direct** |
| **Date Last Updated** | **August 25, 2021** |
| Completed by | Jay Nemchik (Digital Accessibility Team, Dayton) |
| **Applicable Standards/Guidelines** | This document rates Patient Education Direct according to the W3C WCAG 2.1 A and AA requirements.  |
| **Contact for More Information** | Ted GiesPrincipal User Experience Specialistted.gies@elsevier.comaccessibility@elsevier.com |
| **Testing Tools and Methods** | **Hands-on keyboard operationFirebug/Code inspectionFirefox Web Developer Toolbar (removing style sheets)JAWS 18 on Mozilla Firefox 63 and MS IE 11 on Windows 10NVDA screen reader v2019.2.1Wave Extension****Color Contrast AnalyzerW3C WAI Pages**Elsevier Accessibility Checklist: <http://romeo.elsevier.com/accessibility_checklist/> |
| **Document Sections** | The review document below includes all WCAG 2.1 A and AA checkpoints and is organized into 6 logical sections: * Visuals
* Keyboard
* Headings and Structure
* Labeling
* Multimedia
* Usability
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| **Pages Covered** | Header, Footer, Search Results, Title Preview, Print Options |
| **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."**
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| **Notes/Terminology** | **“AT” stands for Assistive Technology such as screen readers, voice input, etc.** |

| **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 | Partially supports |
| 1.2.3 Audio Description or Full Text Alternative | A | Partially supports |
| 1.2.4 Captions (Live) | AA | Supports (N/A) |
| 1.2.5 Audio Description | AA | Partially supports |
| 1.3.1 Info and Relationships | A | Partially supports |
| 1.3.2 Meaningful Sequence | A | 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 (N/A) |
| 1.4.1 Use of Color | A | Partially 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 | Partially 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 |
| 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 | Does not support |
| 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 | Supports |
| 2.5.4 Motion Actuation (2.1) | A | Supports (N/A) |
| 3.1.1 Language of Page | A | Does not support |
| 3.1.2 Language of Parts | AA | Does not support |
| 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 | Partially supports |
| 3.3.3 Error Suggestion | AA | Supports (N/A) |
| 3.3.4 Error Prevention (Legal, Financial, Data) | AA | Supports (N/A) |
| 4.1.1 Parsing | A | Supports |
| 4.1.2 Name, Role, Value | A | Partially Supports |
| 4.1.3 Status Messages (2.1) | AA | Does not support |

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| **Visuals** |
| **WCAG 2.1****Checkpoint** | **Supporting Features** | **Remarks** |
| [1.1.1: Non-Text Content](http://www.w3.org/TR/WCAG20/#text-equiv-all) (A)Provide text alternatives for non-text content (e.g. images) | Partially supports | Images, icons, and graphs include text equivalents. **Exceptions:**Search Results: The "problems", "labs", and "video" icons do not have proper alternative text. Title Preview: The images used for some titles are informative enough to require basic alternative text.  |
| [1.3.3: Sensory Characteristics](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (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](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (A)Color is not used as the only visual means of conveying info | Partially supports | Color is not used as the only means of conveying information for most content.**Exceptions:**Footer: The "Cookies page" link does not have enough contrast with the surrounding text at 2.49:1 or needs link decoration. |
| [1.4.3: Color Contrast (Minimum)](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (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:**Header: The search placeholder text does not have enough contrast at 2.85:1.Footer: The light gray text does not have enough contrast at 1.69:1.Search Results: The instruction text (e.g. "Click a 'Title' from the search result list…") does not have enough contrast at 4.0:1.Print Options: The placeholder text does not have enough contrast at 2.3:1. |
| [1.4.4: Resize Text](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (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](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (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 or essential presentation. |
| [1.4.10 Reflow](https://www.w3.org/TR/WCAG21/#reflow) (AA) (2.1)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. | Partially supports | Some parts of the site require scrolling in two directions to view properly.**Exceptions:**Footer: The footer is not responsive and requires horizontal scrolling. |
| [1.4.11 Non-Text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast) (AA)(2.1)User interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s). | Supports | There are no UI components and graphical objects that do not pass the minimum contrast ratio of 3:1. |
| [1.4.12 Text Spacing](https://www.w3.org/TR/WCAG21/#text-spacing) (AA)(2.1)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)(2.1)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 are no tooltips that appear on hover or focus in the application. |
| [2.3.1: Three Flashes or Below Threshold](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (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** |
| **WCAG 2.1****Checkpoint** | **Supporting Features** | **Remarks** |
| [1.3.2: Meaningful Sequence](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (A)The correct reading sequence can be programmatically determined | Supports | The correct reading sequence is logical, matching the visual ordering of content. |
| [2.1.1: Keyboard](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (A)All functionality is available from a keyboard, except for tasks such as drawing | Partially supports | Most content is keyboard operable.**Exceptions**:Search Results: The individual titles cannot be reached with the keyboard. The Share titles, Print Options, Clear Selected, Select Title, and Change language buttons are not keyboard operable. The Remove individual selected title buttons are not keyboard operable.Print Options: The Print and Edit/Save Contact buttons cannot be reached by keyboard. |
| [2.1.2: No Keyboard Trap](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (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 the site. |
| [2.1.4 Character Key Shortcuts](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (A)(2.1)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](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-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 the most part.**Exceptions:**Header: Tabindex values greater than 0 should not be used. |
| [2.4.7: Focus Visible](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (AA)The page element with the current keyboard focus has a visible focus indicator | Partially supports | Many elements use a good visible focus. Several exceptions exist.**Exceptions:**Header: The Elsevier logo should have a visible focus.Footer: The RELX Group logo should have a visible focus.Print Options: The Signature Page and Print Size checkboxes do not have a visible focus. |
| [3.2.1: On Focus](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-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. |
| **Headers and Structure** |
| **WCAG 2.1****Checkpoint** | **Supporting Features** | **Remarks** |
| [1.3.1: Information and Relationships](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (A)Info, structure, and relationships can be programmatically determined | Partially supports | Good use of headings to appropriately structure content. HTML5 tags and roles are used in several areas to create landmarks.**Exceptions:**There should be a main landmark for the site.Before performing a search, there should be one h1 on the page.Search Results: The toolbar button lists should not be navigation landmarks. |
| [2.4.1: Bypass Blocks](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (A)Users can bypass repeated blocks of content. | Supports | Headings exist, allowing users using Assistive Technology to jump to the different areas of content quickly. There are not repetitive navigation links to skip over for this product. |
| [2.4.6: Headings and Labels](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (AA) Headings and labels are clear and consistent. | Supports | Headings and labels used are clear and descriptive. |
| [3.1.1: Language of Page](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (A)The language of the page is specified | Does not support | The language is not defined on the page. |
| [3.1.2: Language of Parts](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (AA)Specify the language of text passages that are in a different language than the default language of the page. | Does not support | Title previews can be viewed in English or Spanish, but a lang attribute is not applied to the Spanish text. |
| [4.1.1: Parsing](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (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** |
| **WCAG 2.1****Checkpoint** | **Supporting Features** | **Remarks** |
| 1.3.5 Identify Input Purpose (AA) (2.1)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 (N/A) | There are no personal input fields on the site. |
| [2.4.2: Page Titled](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (A)The page has a title describing its topic or purpose | Does not support | The site does not have any page titles. |
| [2.4.4: Link Purpose (In Context)](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (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)(2.1)For user interface components with labels that include text or images of text, the name contains the text that is presented visually. | Supports | User interface components have the visible label as the first part of the programmatic label. |
| [3.2.4: Consistent Identification](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (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](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (A)Input errors are clearly marked and described to the user. | Supports (N/A) | There are no input errors possible for this site. |
| [3.3.2: Labels and Instructions](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (A)Items requiring user input are clearly labeled or have clear instructions. | Partially supports | Most input areas have clear labels which are programmatically assigned. **Exceptions:**Header: The search input does not have a label, as a placeholder alone is not sufficient.Print Options: Signature Page and Print Size checkboxes do not have labels. The Notes textarea does not have a label. The contact information should use aria-label instead of title attributes for the input labels. |
| [3.3.3: Error Suggestion](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (AA)When the user makes an input error, give suggestions for valid input. | Supports (N/A) | There are no forms on the site that would give error suggestions. |
| [4.1.2: Name, Role, Value](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (A)For all UI components, the name, value, and role can be programmatically determined. | Partially supports | Most UI components communicate their state programmatically. **Exceptions:**Search Results: The results lists should not have ARIA Tablist markup. The Share button should not have aria-haspopup.  |
| [4.1.3 Status Messages](https://www.w3.org/TR/WCAG21/#status-messages) (AA)(2.1)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. | Does not support | There are a few status messages used on the site, but they are not communicated to assistive technology.**Exceptions:**Search Results: The "Searching…" text should be read out to assistive technology. |
| **Multimedia** |
| **WCAG 2.1****Checkpoint** | **Supporting Features** | **Remarks** |
| [1.2.1: Audio-only or Video-only (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (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)](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (A)Provide captions for pre-recorded audio | Partially supports | There are videos for various search result topics, and about half of them have captions. |
| [1.2.3: Audio Description or Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (A)Provide alternatives for pre-recorded synchronized audio/video | Partially supports | There is pre-recorded synchronized media on the site, and only some of the videos can be considered to have audio descriptions. Some videos are only a "talking-head" lecture, where the audio itself can serve as the audio description. |
| [1.2.4: Captions (Live)](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (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)](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (AA)Provide an audio description of pre-recorded video. | Partially supports | There is pre-recorded synchronized media on the site, and only some of the videos can be considered to have audio descriptions. Some videos are only a "talking-head" lecture, where the audio itself can serve as the audio description. |
| [1.4.2: Audio Control](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (A)Audio can be paused and stopped, or the audio volume can be changed. | Supports | There is no automatically playing audio content on the site.  |
| [2.2.2: Pause, Stop, Hide](http://www.w3.org/TR/WCAG20/#time-limits-pause) (A)Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information. | Supports (N/A) | There is no moving, blinking, scrolling, or auto-updating information on the site. |
| **Usability** |
| **WCAG 2.1****Checkpoint** | **Supporting Features** | **Remarks** |
| [2.2.1: Timing Adjustable](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (A)Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended | Supports (N/A) | There is no session timeout for the site. |
| [2.4.5: Multiple Ways](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (AA)More than one way is available to navigate to other web pages. | Supports | All parts of the site are reached as part of a process (search). |
| [3.2.2: On Input](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (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](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (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)](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (AA)For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted. | Supports (N/A) | No data submissions on the site require legal or financial commitments.No data submissions allow for a users’ profile to be deleted.  |
| **Mobile User Experience** |
| **WCAG 2.1****Checkpoint** | **Supporting Features** | **Remarks** |
| [1.3.4 Orientation](https://www.w3.org/TR/WCAG21/#orientation)(AA) (2.1)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) (2.1)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 (A) (2.1)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)(2.1) 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. |