VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

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| **Name of Product** | **Dossier** |
| **Date Last Updated** | **March 6, 2024** |
| Completed by | Madison Russell (Digital Accessibility Team) |
| **Applicable Standards/Guidelines** | This document rates Dossier according to the W3C WCAG 2.1 A and AA requirements.  |
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| **Testing Tools and Methods** | **Hands-on keyboard operationFirebug/Code inspectionJAWS 17 on Chrome V 108 on Windows 10NVDA screen reader v2022.1Wave ExtensionaXe Extension for Chrome****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
 |
| **Pages Covered** | Home, Deliveries, New Delivery, Materials, Open Positions, Letters, New Recommendation Request, Chat, Collections, Shared with Me, Account Settings, My Contacts |
| **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 | 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 | 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 |
| 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 | Supports |
| 1.4.11 Non-Text Contrast (2.1) | AA | Partially 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 | Partially 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 | Partially supports |
| 2.4.7 Focus Visible | AA | 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 | Supports |
| 3.1.2 Language of Parts | AA | Supports |
| 3.2.1 On Focus | A | Supports |
| 3.2.2 On Input | A | Partially supports |
| 3.2.3 Consistent Navigation | AA | Supports |
| 3.2.4 Consistent Identification | AA | Supports |
| 3.3.1 Error Identification | A | Supports (N/A) |
| 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 (N/A) |
| 4.1.1 Parsing | A | Supports |
| 4.1.2 Name, Role, Value | A | Supports |
| 4.1.3 Status Messages (2.1) | AA |  Partially supports |

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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 | Dossier does not contain a lot of non-text content.**Remarks:**Many decorative images have alt text that does not match the image. These images should have a null alt value as they are decorative only.**Exceptions:** The following are currently missing a text alternative:New Delivery: “Find an Opportunity” image does not have alt attribute |
| [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 | Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. |
| [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 | Most content on Dossier does not use color only to convey meaning.**Supporting remarks:****Exceptions:** Global: use of color only to indicate a link (blue text)Account Settings: country of residence input uses color only (red outline) to indicate that it is a required field that has not been completed |
| [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 within Dossier has a color contrast of at least 4.5:1.**Supporting Remarks:** **Exceptions:**New Recommendation Request: Due date placeholder text has a contrast ratio of 1.3:1, Add Materials search placeholder text has a contrast ratio of 1.3:1, Add Materials filter placeholder text has a contrast ratio of 1.3:1Materials: Search placeholder text has a contrast ratio of 1.3:1, Guidelines “Browse by Unit” text has a contrast ratio of 3.3:1, Guidelines search placeholder text has a contrast ratio of 1.3:1, Add File input placeholder text has a contrast ratio of 1.4:1Chat: blue option text has a contrast ratio of 3.4:1Collections: Add Collection name input placeholder text has a contrast ratio of 1.3:1Shared with Me: Search placeholder text has a contrast ratio of 1.3:1Account Settings: placeholder text has a contrast ratio of 1.3:1My Contacts: Add Contact placeholder text has a contrast ratio of 1.3:1 |
| [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 up to 200% on Dossier pages 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 | Dossier pages do not contain images of text.  |
| [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. | Supports | Dossier content can be presented without loss of information and functionality and without requiring scrolling in two dimensions. **Supporting Remarks:** |
| [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). | Partially supports | Overall Dossier provides good contrast between graphical objects and backgrounds.**Supporting Remarks:****Exceptions:**Home: Search border has a contrast ratio of 1.3:1New Delivery: “Find an Opportunity” search border and search icon have a contrast ratio of 1.6:1Open Positions: Search border and search icon have a contrast ratio of 1.3:1Letters: Recommendee search border and search icon have a contrast ratio of 1.3:1New Recommendation Request: Radio buttons have a contrast ratio of 2.2:1, due date input border has a contrast ratio of 1.3:1, input fields have a border contrast ratio of 1.3:1, Add Materials search border has a contrast ratio of 1.3:1, Add Materials filter input boxes have a contrast ratio of 1.3:1Materials: Search border and icon have a contrast ratio of 1.3:1, Guidelines search border and icon have a contrast ratio of 1.3:1, Add File input borders have a contrast ratio of 1.4:1, Filters checkbox has a contrast ratio of 1.7:1Collections: Add Collection name input border has a contrast ratio of 1.3:1Shared with Me: Search input border and icon have a contrast ratio of 1.3:1Account Settings: input borders have a contrast ratio of 1.3:1, checkboxes have a contrast ratio of 2.2:1, radio buttons have a contrast ratio of 2.2:1My Contacts: Add Contact input borders have a contrast ratio of 1.3:1 |
| [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 text-based CSS settings within Dossier can be changed to certain minimum values without loss of content 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 | Dossier contains little content that appears on hover or focus. |
| [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) | Dossier does not contain flashing content. |
| **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 can be programmatically determined on Dossier pages.  |
| [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 | Overall Dossier provides keyboard access to most of the interactive content.**Supporting Remarks:**Navigation is fully keyboard operable.**Exceptions:**Materials: My Materials tooltip is not keyboard accessible (it can be opened with keyboard but cannot navigate inside the tooltip), when using keyboard to navigate filters expanded information closes when moving keyboard focus to the calendar icon (tabbing within filters closes the tab)New Recommendation Request: text editor buttons are not keyboard operableChat: options are not keyboard accessible  |
| [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 | There are no keyboard traps within Dossier. |
| [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) | Dossier does not have any keyboard shortcuts using single keys.**Note**: there is a text editor for certain forms. The text editor contains multi key shortcuts for formatting such as CTRL + B for bolding text. |
| [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 | Overall Dossier users can tab through the interface in a logical order, where elements receive focus from top to bottom, left to right.**Supporting remarks:****Exceptions:**New Delivery: Unavailable send materials options are in the tab order but cannot be selectedMaterials: My Materials tooltip is in the tab order after “add files” and would make more sense to the user to come before “guidelines”, My Materials tooltip acts as a modal but does not manage focus inside the modalOpen Positions: Empty tab stop between search input and clear button when search button is unavailableNew Recommendation Request: Add Materials empty tab stop between “Filter” and “Cancel” when “Add” is unavailableChat: Messages from virtual assistant that are not interactive should not be in the tab order, after selecting chat feature focus jumps back to the top of the pageAccount Settings: Upgrade modal focus jumps back to the start of the page when Special Offer Code is opened |
| [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 | Supports | Dossier page elements have a visible focus indicator. |
| [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 | UI components on Dossier do not trigger 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 | Supports | On Dossier pages, information, structure, and relationships can be programmatically determined. **Supporting remarks:**Tables use native table tags and are screen reader and keyboard compatible |
| [2.4.1: Bypass Blocks](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (A)Users can bypass repeated blocks of content. | Supports | “Skip to main content” button appears on all pages |
| [2.4.6: Headings and Labels](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (AA) Headings and labels are clear and consistent. | Partially supports | Most pages on Dossier have clear and consistent headings and labels**Exceptions:**New Recommendation Request: Red asterisk is used to indicate a required field with no label explaining thisCollections: Add Collection uses a red asterisk to indicate required field but has no label explaining thisAccount Settings: Red asterisk is used to indicate a required field with no label explaining this |
| [3.1.1: Language of Page](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (A)The language of the page is specified | Supports | All pages on Dossier have the language of the page specified, using lang=”EN”. |
| [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. | Supports (N/A) | All page content on Dossier is in the same language, English. |
| [4.1.1: Parsing](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (A)Use valid, error-free HTML | Supports | Page elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and IDs are unique. |
| **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 | Dossier provides some input fields pertaining to the end user. |
| [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 | Partially supports | Most Dossier pages have a title that describes the topic or purpose of the page.**Exceptions:**Collections: title does not reflect the purpose of the page (title says “Materials” instead of “Collections”)Shared with Me: title does not reflect the purpose of the page and does not match navigation (title says “Materials” instead of “Shared with Me”) |
| [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 have descriptive and unique names. |
| [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 | UI components with labels that include text have an accessible name that includes that text. |
| [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 identified consistently and on every page.  |
| [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 | Dossier identifies input errors in a variety of ways including text which appears below form inputs, popups, and alerts. |
| [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. | Supports | Form inputs provide an accessible name using the <label> tag or aria-label.  |
| [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 | Suggestions for valid input are clear and easy to understand. |
| [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. | Supports | The name, role, and value can be programmatically determined for Dossier UI components.  |
| [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. | Partially supports | Dossier uses some status messages to alert the user that a change was successful.**Supporting Remarks:****Exceptions**:Account Settings: status update is not read by screenreader |
| **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) | There is no pre-recorded audio-only or video-only content on the site. |
| [1.2.2: Captions (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (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)](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (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)](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. | Supports (N/A) | There is no pre-recorded video on the site.  |
| [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 (N/A) | There is no 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, or scrolling content. |
| **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 | Dossier does not have a session timeout. |
| [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 | Dossier contains more than one way to navigate to other web pages. |
| [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. | Partially supports | Most Dossier pages do not trigger unexpected changes in context when changing the setting of a checkbox, radio button, or other UI component.**Exceptions:**New Recommendation Request: When moving focus from email request method to paper form request method the inputs below change which is an unexpected action |
| [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 | Dossier’s navigation menus are in the same location and order on every page. |
| [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 on Dossier does not restrict 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) | Dossier does not contain 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 |  |
| [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) | Dossier does not contain motion actuation. |