



## Accessibility Conformance Report (ACR)

# Evolve

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# Version History

Version	Date	Authors	Description
1	2 May 2018	T Gies	This ACR format replaces the legacy 11 April 2017 VPAT which was in Word. This ACR uses the WCAG 2.1 A and AA standards. Additionally this format includes a conformance claim and new sections on 508 Chapters 3, 602, and 603.
2	Nov 2019	T Gies	<ul style="list-style-type: none"> <li>Updated ACR with fixes from dev team and SupportHub team.</li> <li>1.1.1 non text content updated with fixes and a couple of new items.</li> <li>Keyboard items fixed including: The My Content Pages (Content Library) Student resources links, Search results filter expand/collapse, Product page expand/collapse (e.g. Key Features), Starring a resource (My Content page)</li> <li>Multiple ways upgraded to supports with the addition of account links to the footer.</li> <li>Parsing upgraded to Supports: fixed duplicate IDs issues.</li> <li>Name, role, value upgraded to Supports: fixed folder, actions menu, and favorites buttons.</li> <li>Focus order items fixed.</li> <li>Use of color updated with fixes for folders using color alone to denote selected items.</li> </ul>
3	October 2020	T Gies	Added 12 WCAG 2.1 criteria and retested to included multiple upgrades to previously evaluated checkpoints.
4	November 2021	J Nemchik	Re-evaluated all WCAG 2.1 criteria for the current Evolve site.
5	February 2023	T Gies	Fixes include: 3 keyboard issues, added 4. Fixed alt text on informational icons. My Evolve has consistent global nav. The social media links in the footer don't have role="button". "Choose how to access your content or product" modal now has aria-modal="true". Error added to red only text for form errors.. Calendar widget meaningfully in sequence after date input fields. Added good examples of info and relationships such as breadcrumb identified with a landmark. Added user tips under 3.2.3 consistent navigation.

# Product Information and Scope

Name of Product	Evolve	
URL	<a href="https://evolve.elsevier.com">https://evolve.elsevier.com</a>	
Date of Last Evaluation	10 February 2023	
Completed by	Ted Gies, Elsevier Digital Accessibility Team Jay Nemchik, Elsevier Digital Accessibility Team	
Contact for More Information	Ted Gies Digital Accessibility Lead Certified DHS Section 508 Trusted Tester <a href="mailto:ted.gies@elsevier.com">ted.gies@elsevier.com</a> <a href="mailto:accessibility@elsevier.com">accessibility@elsevier.com</a>	
Testing Tools and Methods	Usability testing with People with Disabilities Hands-on keyboard operation Chrome DevTools Wave toolbar Axe plugin for Firefox	JAWS 17, NVDA iPad Accessibility bookmarklets Color Contrast Analyzer, SK Contrast Extension
Guidelines Used to Complete this VPAT	W3C WCAG 2.1 <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a> Elsevier Accessibility Checklist: <a href="http://romeo.elsevier.com/accessibility_checklist/">http://romeo.elsevier.com/accessibility_checklist/</a>	
Pages Covered	Login, Create an Account, Welcome to Evolve (Student, Instructor), Search Results, Product Page, My Evolve, Course Home, Account Settings, Evolve Support Center, Learn how to link Video, My Content (Evolve Link/ <a href="http://lticontenttool.elsevier.com">lticontenttool.elsevier.com</a> ), My Cart.	
Notes	<u><a href="#">Conformance according to the W3C</a></u> : If there is no content to which a success criterion applies, the success criterion is satisfied. In this case where we conform due to no content we have marked the slide 6 with “Support (N/A)”.	
Additional Information	Canvas is used to create LTI links to courses. Canvas VPATs can be found here: <a href="https://www.instructure.com/canvas/accessibility">https://www.instructure.com/canvas/accessibility</a> . users can use Canvas provided by Elsevier (our replacement offering from the LO LMS), or their own Canvas, Moodle, D2L, or Blackboard LMS to create LTI links to courses using the Evolve Link tool. <a href="#">The Evolve Accessibility Support Page</a> provides links to the accessibility information for the 4 LMS.	

## Conformance Claim

On February 10, 2023, Evolve web pages and the SupportHub site conform with level A and AA checkpoints of the WCAG 2.1 (Web Content Accessibility Guidelines). When pages are not in full conformance, the specific violations are noted in the “Examples of Does not Support” section. All current development and future page revisions target Level AA WCAG 2.1.

## Current Evolve WCAG 2.1 Individual Guideline Conformance (2023 February)

WCAG 2.1 Success Criterion		Evaluation
<a href="#">1.1.1</a> Non-text Content	A	Supports
<a href="#">1.2.1</a> Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
<a href="#">1.2.2</a> Captions (Prerecorded)	A	Supports (N/A)
<a href="#">1.2.3</a> Audio Description /Full Text Alternative	A	Supports (N/A)
<a href="#">1.2.4</a> Captions (Live)	AA	Supports (N/A)
<a href="#">1.2.5</a> Audio Description	AA	Supports (N/A)
<a href="#">1.3.1</a> Info and Relationships	A	Supports
<a href="#">1.3.2</a> Meaningful Sequence	A	Supports
<a href="#">1.3.3</a> Sensory Characteristics	A	Supports
<a href="#">1.3.4</a> Orientation	AA	Supports
<a href="#">1.3.5</a> Identify Input Purpose	AA	Supports
<a href="#">1.4.1</a> Use of Color	A	Supports
<a href="#">1.4.2</a> Audio Control	A	Supports (N/A)
<a href="#">1.4.3</a> Contrast (Minimum)	AA	Supports
<a href="#">1.4.4</a> Resize text	AA	Supports
<a href="#">1.4.5</a> Images of Text	AA	Partially Supports
<a href="#">1.4.10</a> Reflow	AA	Supports
<a href="#">1.4.11</a> Non-text Contrast	AA	Supports
<a href="#">1.4.12</a> Text Spacing	AA	Supports
<a href="#">1.4.13</a> Content on Hover or Focus	AA	Supports
<a href="#">2.1.1</a> Keyboard	A	Partially Supports
<a href="#">2.1.2</a> No Keyboard Trap	A	Supports
<a href="#">2.1.4</a> Character Key Shortcuts	A	Supports (N/A)
<a href="#">2.2.1</a> Timing Adjustable	A	Supports
<a href="#">2.2.2</a> Pause, Stop, Hide	A	Supports (N/A)

WCAG 2.1 Success Criterion		Evaluation
<a href="#">2.3.1</a> Three Flashes or Below Threshold	A	Supports (N/A)
<a href="#">2.4.1</a> Bypass Blocks	A	Supports
<a href="#">2.4.2</a> Page Titled	A	Supports
<a href="#">2.4.3</a> Focus Order	A	Partially Supports
<a href="#">2.4.4</a> Link Purpose (In Context)	A	Partially Supports
<a href="#">2.4.5</a> Multiple Ways	AA	Supports
<a href="#">2.4.6</a> Headings and Labels	AA	Supports
<a href="#">2.4.7</a> Focus Visible	AA	Supports
<a href="#">2.5.1</a> Pointer Gestures	A	Supports (N/A)
<a href="#">2.5.2</a> Pointer Cancellation	A	Supports
<a href="#">2.5.3</a> Label in Name	A	Supports
<a href="#">2.5.4</a> Motion Actuation	A	Supports (N/A)
<a href="#">3.1.1</a> Language of Page	A	Supports
<a href="#">3.1.2</a> Language of Parts	AA	Supports (N/A)
<a href="#">3.2.1</a> On Focus	A	Supports
<a href="#">3.2.2</a> On Input	A	Supports
<a href="#">3.2.3</a> Consistent Navigation	AA	Supports
<a href="#">3.2.4</a> Consistent Identification	AA	Supports
<a href="#">3.3.1</a> Error Identification	A	Supports
<a href="#">3.3.2</a> Labels or Instructions	A	Supports
<a href="#">3.3.3</a> Error Suggestion	AA	Supports
<a href="#">3.3.4</a> Error Prevention (Legal, Financial, Data)	AA	Supports
<a href="#">4.1.1</a> Parsing	A	Supports
<a href="#">4.1.2</a> Name, Role, Value	A	Supports
<a href="#">4.1.3</a> Status Messages	AA	Supports

## Previous Evolve WCAG 2.1 Individual Guideline Conformance (2021 November)

WCAG 2.1 Success Criterion		Evaluation
<a href="#">1.1.1</a> Non-text Content	A	Partially Supports
<a href="#">1.2.1</a> Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
<a href="#">1.2.2</a> Captions (Prerecorded)	A	Supports (N/A)
<a href="#">1.2.3</a> Audio Description /Full Text Alternative	A	Supports (N/A)
<a href="#">1.2.4</a> Captions (Live)	AA	Supports (N/A)
<a href="#">1.2.5</a> Audio Description	AA	Supports (N/A)
<a href="#">1.3.1</a> Info and Relationships	A	Supports
<a href="#">1.3.2</a> Meaningful Sequence	A	Partially Supports
<a href="#">1.3.3</a> Sensory Characteristics	A	Supports
<a href="#">1.3.4</a> Orientation	AA	Supports
<a href="#">1.3.5</a> Identify Input Purpose	AA	Does not Support
<a href="#">1.4.1</a> Use of Color	A	Partially Supports
<a href="#">1.4.2</a> Audio Control	A	Supports (N/A)
<a href="#">1.4.3</a> Contrast (Minimum)	AA	Partially Supports
<a href="#">1.4.4</a> Resize text	AA	Supports
<a href="#">1.4.5</a> Images of Text	AA	Supports
<a href="#">1.4.10</a> Reflow	AA	Supports
<a href="#">1.4.11</a> Non-text Contrast	AA	Partially Supports
<a href="#">1.4.12</a> Text Spacing	AA	Supports
<a href="#">1.4.13</a> Content on Hover or Focus	AA	Does not Support
<a href="#">2.1.1</a> Keyboard	A	Partially Supports
<a href="#">2.1.2</a> No Keyboard Trap	A	Supports
<a href="#">2.1.4</a> Character Key Shortcuts	A	Supports (N/A)
<a href="#">2.2.1</a> Timing Adjustable	A	Supports
<a href="#">2.2.2</a> Pause, Stop, Hide	A	Supports (N/A)

WCAG 2.1 Success Criterion		Evaluation
<a href="#">2.3.1</a> Three Flashes or Below Threshold	A	Supports (N/A)
<a href="#">2.4.1</a> Bypass Blocks	A	Supports
<a href="#">2.4.2</a> Page Titled	A	Supports
<a href="#">2.4.3</a> Focus Order	A	Supports
<a href="#">2.4.4</a> Link Purpose (In Context)	A	Partially Supports
<a href="#">2.4.5</a> Multiple Ways	AA	Supports
<a href="#">2.4.6</a> Headings and Labels	AA	Supports
<a href="#">2.4.7</a> Focus Visible	AA	Supports
<a href="#">2.5.1</a> Pointer Gestures	A	Supports (N/A)
<a href="#">2.5.2</a> Pointer Cancellation	A	Supports
<a href="#">2.5.3</a> Label in Name	A	Supports
<a href="#">2.5.4</a> Motion Actuation	A	Supports (N/A)
<a href="#">3.1.1</a> Language of Page	A	Supports
<a href="#">3.1.2</a> Language of Parts	AA	Supports (N/A)
<a href="#">3.2.1</a> On Focus	A	Supports
<a href="#">3.2.2</a> On Input	A	Supports
<a href="#">3.2.3</a> Consistent Navigation	AA	Partially Supports
<a href="#">3.2.4</a> Consistent Identification	AA	Supports
<a href="#">3.3.1</a> Error Identification	A	Supports
<a href="#">3.3.2</a> Labels or Instructions	A	Partially Supports
<a href="#">3.3.3</a> Error Suggestion	AA	Supports
<a href="#">3.3.4</a> Error Prevention (Legal, Financial, Data)	AA	Supports
<a href="#">4.1.1</a> Parsing	A	Supports
<a href="#">4.1.2</a> Name, Role, Value	A	Partially Supports
<a href="#">4.1.3</a> Status Messages	AA	Supports

# Evolve WCAG 2.1 Individual Guideline Conformance (October 2020)

WCAG 2.1 Success Criterion		Evaluation
<a href="#">1.1.1</a> Non-text Content	A	Supports
<a href="#">1.2.1</a> Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
<a href="#">1.2.2</a> Captions (Prerecorded)	A	Supports (N/A)
<a href="#">1.2.3</a> Audio Description /Full Text Alternative	A	Supports (N/A)
<a href="#">1.2.4</a> Captions (Live)	AA	Supports (N/A)
<a href="#">1.2.5</a> Audio Description	AA	Supports (N/A)
<a href="#">1.3.1</a> Info and Relationships	A	Supports
<a href="#">1.3.2</a> Meaningful Sequence	A	Supports
<a href="#">1.3.3</a> Sensory Characteristics	A	Supports
<a href="#">1.3.4</a> Orientation	AA	Supports
<a href="#">1.3.5</a> Identify Input Purpose	AA	Does not Support
<a href="#">1.4.1</a> Use of Color	A	Partially Supports
<a href="#">1.4.2</a> Audio Control	A	Supports (N/A)
<a href="#">1.4.3</a> Contrast (Minimum)	AA	Partially Supports
<a href="#">1.4.4</a> Resize text	AA	Supports
<a href="#">1.4.5</a> Images of Text	AA	Supports
<a href="#">1.4.10</a> Reflow	AA	Supports
<a href="#">1.4.11</a> Non-text Contrast	AA	Partially Supports
<a href="#">1.4.12</a> Text Spacing	AA	Supports
<a href="#">1.4.13</a> Content on Hover or Focus	AA	Supports (N/A)
<a href="#">2.1.1</a> Keyboard	A	Supports
<a href="#">2.1.2</a> No Keyboard Trap	A	Supports
<a href="#">2.1.4</a> Character Key Shortcuts	A	Supports (N/A)
<a href="#">2.2.1</a> Timing Adjustable	A	Supports
<a href="#">2.2.2</a> Pause, Stop, Hide	A	Supports (N/A)

WCAG 2.1 Success Criterion		Evaluation
<a href="#">2.3.1</a> Three Flashes or Below Threshold	A	Supports (N/A)
<a href="#">2.4.1</a> Bypass Blocks	A	Supports
<a href="#">2.4.2</a> Page Titled	A	Supports
<a href="#">2.4.3</a> Focus Order	A	Supports
<a href="#">2.4.4</a> Link Purpose (In Context)	A	Supports
<a href="#">2.4.5</a> Multiple Ways	AA	Supports
<a href="#">2.4.6</a> Headings and Labels	AA	Supports
<a href="#">2.4.7</a> Focus Visible	AA	Supports
<a href="#">2.5.1</a> Pointer Gestures	A	Supports (N/A)
<a href="#">2.5.2</a> Pointer Cancellation	A	Supports
<a href="#">2.5.3</a> Label in Name	A	Supports
<a href="#">2.5.4</a> Motion Actuation	A	Supports (N/A)
<a href="#">3.1.1</a> Language of Page	A	Supports
<a href="#">3.1.2</a> Language of Parts	AA	Supports (N/A)
<a href="#">3.2.1</a> On Focus	A	Supports
<a href="#">3.2.2</a> On Input	A	Supports
<a href="#">3.2.3</a> Consistent Navigation	AA	Partially Supports
<a href="#">3.2.4</a> Consistent Identification	AA	Supports
<a href="#">3.3.1</a> Error Identification	A	Supports
<a href="#">3.3.2</a> Labels or Instructions	A	Supports
<a href="#">3.3.3</a> Error Suggestion	AA	Supports
<a href="#">3.3.4</a> Error Prevention (Legal, Financial, Data)	AA	Supports
<a href="#">4.1.1</a> Parsing	A	Supports
<a href="#">4.1.2</a> Name, Role, Value	A	Supports
<a href="#">4.1.3</a> Status Messages	AA	Supports



WCAG 2.1 Success Criterion	Level	Evaluation
<b>1.1.1</b> Non-text Content		
<b>1.2.1</b> Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
<b>1.2.2</b> Captions (Prerecorded)	A	Supports (N/A)
<b>1.2.3</b> Audio Description or Full Text Alternative	A	Supports (N/A)
<b>1.2.4</b> Captions (Live)	AA	Supports (N/A)
<b>1.2.5</b> Audio Description	AA	Supports (N/A)
<b>1.3.1</b> Info and Relationships	A	
<b>1.3.2</b> Meaningful Sequence	A	Supports
<b>1.3.3</b> Sensory Characteristics	A	Partially Supports
<b>1.4.1</b> Use of Color	A	Partially Supports
<b>1.4.2</b> Audio Control	A	Supports (N/A)
<b>1.4.3</b> Contrast (Minimum)	AA	
<b>1.4.4</b> Resize text	AA	Supports
<b>1.4.5</b> Images of Text	AA	Supports
<b>2.1.1</b> Keyboard	A	Supports with Exception
<b>2.2.1</b> Timing Adjustable	A	Does Not Support
<b>2.2.2</b> Pause, Stop, Hide	A	Supports (N/A)
<b>2.3.1</b> Three Flashes or Below Threshold	A	Supports (N/A)
<b>2.4.1</b> Bypass Blocks	A	Partially Supports
<b>2.4.2</b> Page Titled	A	Partially Supports
<b>2.4.3</b> Focus Order	A	Partially Supports
<b>2.4.4</b> Link Purpose (In Context)	A	Supports
<b>2.4.5</b> Multiple Ways	AA	Supports
<b>2.4.6</b> Headings and Labels	AA	Supports
<b>2.4.7</b> Focus Visible	AA	Supports
<b>3.1.1</b> Language of Page	A	
<b>3.1.2</b> Language of Parts	AA	Supports (N/A)
<b>3.2.1</b> On Focus	A	Supports
<b>3.2.2</b> On Input	A	Supports
<b>3.2.3</b> Consistent Navigation	AA	
<b>3.2.4</b> Consistent Identification	AA	Supports
<b>3.3.1</b> Error Identification	A	Partially Supports
<b>3.3.2</b> Labels or Instructions	A	Partially Supports
<b>3.3.3</b> Error Suggestion	AA	Supports
<b>3.3.4</b> Error Prevention (Legal, Financial, Data)	AA	Supports
<b>4.1.1</b> Parsing	A	Supports
<b>4.1.2</b> Name, Role, Value	A	Supports

# WCAG 2.1 1.1.1 – Non-text Content

Provide text alternatives for non-text content (e.g. images).

## Level A W3C Guideline



### OVERALL RATING: Supports

#### Examples of Supports ✓

- Global nav graphical buttons (search, cart, alerts) are accompanied by HTML text labels.
- LMS icon has “Access via LMS”.
- Star SVG icons have <title>star</title>
- “x” Icons provide <title>close</title>
- Three dots icons provide aria-label=“View actions”
- Social media icons in footer provide aria-labels.
- On product page under Technical Information, product formats (e.g. moodle) have alt text.
- Graphical cover image links need alt text on search results pages.
- My Content student/instructor resource pages provide indicate the type of content/link destination using icon types (page, folder, download, etc.)

#### Examples of Does Not Support ✗

Note: although book cover images have accessible names, WAVE tool throws an error.

#### Workarounds and User Tips 🛠️

- This VPAT covers Evolve itself and not necessarily each course. Contact [accessibility@elsevier.com](mailto:accessibility@elsevier.com) in case student resources such as PowerPoints or Videos need to have accessibility enhancements.

## WCAG 2.1 1.2.1 – Audio-only and Video-only (Prerecorded)

Provide alternatives for pre-recorded audio-only or video-only content.

### Level A W3C Guideline



#### **OVERALL RATING: Supports** *(no content to which this success criterion applies)*

- Evolve does not contain pre recorded video only nor pre recorded audio only so the success criterion is satisfied according to the [W3C's Understanding Conformance](#).
- Individual courses do contain video content. Courses are covered by their own ACR.
- How do I videos (On-Demand Learning site) which are covered in the chapter 6 of this ACR.

## WCAG 2.1 1.2.2 – Captions (Prerecorded)

Provide captions for pre-recorded video with audio.

### Level A W3C Guideline



#### **OVERALL RATING: Supports (*no content to which this success criterion applies*)**

- Evolve does not contain pre recorded video so the success criterion is satisfied according to the [W3C's Understanding Conformance](#).
- Individual courses do contain video content. Courses are covered by their own ACR.
- How do I videos (On-Demand Learning site) which are covered in the chapter 6 of this ACR.

# WCAG 2.1 1.2.3-Audio Description or Media Alternative



Provide either audio description or a text screen play for videos.

## Level A W3C Guideline

### **OVERALL RATING: Supports (*no content to which this success criterion applies*)**

- Evolve itself does not contain pre recorded video so the success criterion is satisfied according to the [W3C's Understanding Conformance](#).
- Individual courses do contain video content. Courses are covered by their own ACR.
- How do I videos (On-Demand Learning site) which are covered in the chapter 6 of this ACR.

## WCAG 2.1 1.2.4 Captions (Live)

Captions are provided for all live audio content in synchronized media.

[Level AA W3C Guideline](#)



**OVERALL RATING: Supports** (*no content to which this success criterion applies*)

- Evolve does not contain any live video content.

## WCAG 2.1 1.2.5 Audio Description (Prerecorded)

Audio description is provided for prerecorded videos in synchronized media.

### Level AA W3C Guideline



#### **OVERALL RATING: Supports** (*no content to which this success criterion applies*)

- Evolve does not contain pre recorded video so the success criterion is satisfied according to the [W3C's Understanding Conformance](#).
- Individual courses do contain video content. Courses are covered by their own ACR.
- How do I videos (On-Demand Learning site) which are covered in the chapter 6 of this ACR.



# WCAG 2.1 1.3.1 Info and Relationships

Information, structure, can be programmatically determined.

## Level A W3C Guideline

### OVERALL RATING: Supports

#### Examples of Supports ✓

- Well-constructed landmarks are used on all pages.
- Headings are used well on all pages.
- Lists of products in ordered lists with headings for product names.
- Breadcrumbs are identified with a navigation landmark and appropriate label.
- Groups of related links are contained in unordered or ordered lists for example on the Instructor Resource page.
- Form inputs have labels such as search and my cart.
- Form fields, e.g. on Account settings provide fieldset/legend to markup the form regions.
- Dialog Windows such as “Choose how to access your content or product” has role=“dialog” an aria label=“course configuration”.

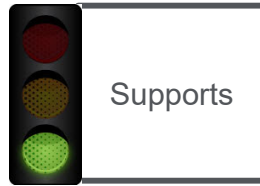
#### Examples of Does Not Support ✗

No violations found by reviewers.

#### Workarounds and User Tips 🔧

- Use the adjacent headings to figure out the search field and access code fields on the welcome screen.
- Screen reader users (e.g. JAWS) can benefit from:
  - table navigation commands to move from through lists of search results and my content.
  - regions navigation to skip around to main functions and page areas.





# WCAG 2.1 1.3.2 Meaningful Sequence

The correct reading sequence can be programmatically determined.

## Level A W3C Guideline

### OVERALL RATING: Supports

#### Examples of Supports ✓

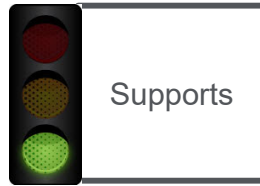
- The DOM order matches the visual order of content.
- Content is positioned based on structural markup and style sheets.
- There is not just one reading order that makes sense, for instance users can go between independent functions such as search, search results, and folder views in a course collection (e.g. My Content).

#### Examples of Does Not Support ✗

No violations found by reviewers.

#### Workarounds and User Tips 🔧

None



# WCAG 2.1 1.3.3 Sensory Characteristics

Do not rely on sensory characteristics such as size, visual location, etc.

## Level A W3C Guideline

**OVERALL RATING: Supports**

### Examples of Supports ✓

- Evolve overall does not use any content that relies on sensory characteristics alone to communicate information.

### Examples of Does Not Support ✗

No violations found by reviewers.

### Workarounds and User Tips 🔧

None



# WCAG 2.1 1.3.4 Orientation

Do not restrict a page’s view to portrait or landscape, unless essential.

Level AA W3C Guideline

**OVERALL RATING: Supports**

### Examples of Supports ✓

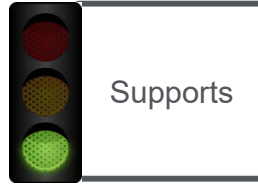
All page content on Evolve allows users to go between portrait and landscape views.

### Examples of Does Not Support ✗

No violations found by evaluators

### Workarounds and User Tips 🛠️

None



# WCAG 2.1 1.3.5 Identify Input Purpose

For text input elements, the autocomplete attribute should be in place.

## Level AA W3C Guideline

**OVERALL RATING: Supports**

### Examples of Supports ✓

Evolve provides some input fields relevant to autocomplete such as in Account Settings and Create an Account. This is true of any page with personal data including as part of a shopping cart billing/address form. Input fields such as name and address provide the W3C autocomplete attributes as described in [WCAG 2.1](#).

### Examples of Does Not Support ✗

No violations found by evaluators

### Workarounds and User Tips 🔧

Some browsers such as Chrome provide autofill settings which help suggest commonly used fields such as Name, Address.



# WCAG 2.1 1.4.1 Use of Color

Color is not used as the only visual means of conveying information.

## Level A W3C Guideline

### OVERALL RATING: Supports

#### Examples of Supports ✓

- Links are identified using color but also hover and focus states have a color change and either a border or underline.
- Subscribed, Open Access, and Abstract-only icons are designated through color, which is supplemented sometimes by text, and always with a title attribute.
- Search tabs use color, text bolding, and hidden text “selected” to convey the selected tab.
- Error messages such as No search results found utilize an icon in addition to red color and an alert role to denote the error state.
- Form validation error messages are prefaced with the word: “error”.
- My Evolve active folders are identified using orange color, text underline, and aria-pressed=“true”.

#### Examples of Does Not Support ✗

No violations found by evaluators

#### Workarounds and User Tips 🔧

- If users are having trouble identifying links, disable style sheets or apply a custom style sheet which provides stronger indication (e.g. underlined) links.
- Links are always identified with an underline if users hover or tab to a link.

## WCAG 2.1 1.4.2 Audio Control

Audio can be paused and stopped, or the audio volume can be changed.

### Level A W3C Guideline



#### OVERALL RATING: Supports (*no content to which this success criterion applies*)

- Evolve does not have any auto-playing audio, or any embedded content which uses audio, so the success criterion is satisfied according to the [W3C's Understanding Conformance](#).

#### Workarounds and User Tips

Some student resources may have multimedia content with audio.



# WCAG 2.1 1.4.3 Contrast (Minimum)

Text has enough contrast with the background (4.5:1 ratio for small text).

## Level AA W3C Guideline

**OVERALL RATING: Supports**

### Examples of Supports ✓

- Blue links (#007398) that passes contrast ratios on a white background.
- Dark grays text used in the global nav, my folders, and the upper footer links (#737373 and #505050) which both pass contrast ratios on a white background.
- Orange (#E9711C) and white text/background combinations are nearly always large text, passing 3.0:1 minimum contrast ratio requirements.
- Red error text (#c83727) passes on white background at 5.2:1.

### Examples of Does Not Support ✗

No violations found by evaluators

### Workarounds and User Tips 🔧

Users can disable styles or apply their own style sheets that can show their own preferred color contrast values.



# WCAG 2.1 1.4.4 Resize Text

Text can be enlarged up to 200% without loss of functionality.

## Level AA W3C Guideline

### OVERALL RATING: Supports

#### Examples of Supports ✓

- Upon high levels of text magnification, site reverts to the mobile view. This view remains accessible to mouse and keyboard users.
- Multiple column layouts become are responsive, becoming two-column, and single-column layouts as text magnification increases.

#### Examples of Does Not Support ✗

No violations found by evaluators

#### Workarounds and User Tips 🛠️

- Text magnification options can be found in all browser options.
- When using browser zoom, left side navigation and top navigation collapse down into expandable “hamburger menus”.





Partially Supports

# WCAG 2.1 1.4.5 Images of Text

Text is used rather than images of text.

Level AA W3C Guideline

**OVERALL RATING: Partially Supports**

## Examples of Supports ✓

- No images of text are used on Evolve other than product logos like VitalSource or YouTube.

## Examples of Does Not Support ✗

Linked image ads provide embedded text content about products, but the alt text is “Marketing Image” or “Campaign Image”.

## Workarounds and User Tips 🔧

None



# WCAG 2.1 1.4.10 Reflow

When page is zoomed, content adapts with scrolling in only one direction.

[Level AA W3C Guideline](#)

**OVERALL RATING: Supports**

## Examples of Supports ✓

All pages in Evolve can be browser zoomed to 400% without any horizontal scrolling.

## Examples of Does Not Support ✗

No violations found by evaluators

## Workarounds and User Tips 🔧



# WCAG 2.1 1.4.11 Non-Text Contrast

Visual objects must have a contrast ratio of 3:1 against adjacent color(s).

## Level AA W3C Guideline

### OVERALL RATING: Supports

#### Examples of Supports ✓

Gray (#737373) icons such as alerts and shopping cart pass on white background at 4.7:1.  
 Blue (#007398) buttons (Starred content, information icons) passes on white background at 5.4:1.  
 Focused input borders (#E9641A) passes on white background at 3.3:1.  
 Dark Gray (#2e2e22e) and (#737373) select and text input border on white background passes at 13.6:1 and 4.7:1, respectively.

#### Examples of Does Not Support ✗

No violations found by evaluators

#### Workarounds and User Tips 🛠️

Users can disable style sheets or use operating system high contrast settings to increase contrast throughout the application.



# WCAG 2.1 1.4.12 Text Spacing

Text-based CSS settings can be changed to certain minimum values without loss of content or functionality.

[Level AA W3C Guideline](#)

**OVERALL RATING: Supports**

### Examples of Supports ✓

Using the text spacing bookmarklet across core pages, the layout remained intact with no clipping, overlaying, or loss of functionality.

The bookmarklet applies the W3C 1.4.12 criteria:

- 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.

### Examples of Does Not Support ✗

No violations found by reviewers.

### Workarounds and User Tips 🔧

None



# WCAG 2.1 1.4.13 Content on Hover or Focus

Content that appears on mouse hover or keyboard focus must be dismissible, hoverable, and persistent.

[Level AA W3C Guideline](#)

**OVERALL RATING: Supports**

### Examples of Supports ✓

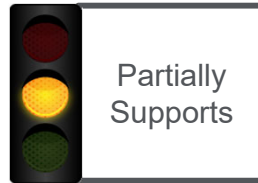
- Most tooltip content appears upon a click or key press activation.

### Examples of Does Not Support ✗

- The tooltips that appear in the Choose how to access your content or product are not hoverable or dismissable.

### Workarounds and User Tips 🛠️

None



# WCAG 2.1 2.1.1

All functionality is available from a keyboard.

## Level A W3C Guideline

**OVERALL RATING: Partially Supports**

### Examples of Supports ✓

- Nearly all primary functionality in Evolve is operable using the keyboard alone.
- The Evolve Link frame (within a 3<sup>rd</sup> party tool like Canvas) provides keyboard operable selection of courses.
- Home page scrollable pane with news. Users with keyboard can scroll the content down using up and down arrow keys (in addition to the scroll bars).

### Examples of Does Not Support ✗

- Global Nav - Help panel - under Top 10 FAQ links are not in the tab order and not operable via keyboard

### Workarounds and User Tips 🔧

- Keyboard sighted users may need to use the left right arrow keys to scroll horizontally on the Evolve Link page.



# WCAG 2.1 2.1.2 No Keyboard Trap

User does not become trapped on any elements when using the keyboard.

Level A W3C Guideline

**OVERALL RATING: Supports**

**Examples of Supports** ✓

- There are no keyboard traps on Evolve.

**Examples of Does Not Support** ✗

**Workarounds and User Tips** 🔧

## WCAG 2.1 2.1.4 Character Key Shortcuts

Single character key shortcuts can either be turned off, remapped, or are only active when the shortcut for a UI component has focus.

### Level A W3C Guideline



#### OVERALL RATING: Supports *(no content to which this success criterion applies)*

- Evolve does not provide any single character key shortcuts.







# WCAG 2.1 2.2.1 Timing Adjustable

Users are warned of time limits and time limits can be turned off or extended.

## Level A W3C Guideline

### OVERALL RATING: Supports

#### Examples of Supports ✓

Users who login and are idle for 3-hours causes a popup to appear:

You appear to be idle

If you do not return soon you will be automatically signed out

Selecting the OK button will extend the session.

If users time out, they will be redirected to the login page.

#### Examples of Does Not Support ✗

#### Workarounds and User Tips 🔧

If the session timeout happens while in Canvas using the Link Resource from External Tool, An Evolve login page will appear within a frame.

If users see session timeout page in Evolve, hit the browser back button to refresh the last place in the course.

Users should login and start from Evolve rather than trying to login to the Evolve frame in Canvas.

## WCAG 2.1 2.2.2 Pause, Stop, Hide

Users can stop, pause, or hide moving or scrolling information.

### Level A W3C Guideline



#### **OVERALL RATING: Supports** *(no content to which this success criterion applies)*

- Evolve does not contain any moving, blinking, scrolling, or auto-updating content, so the success criterion is satisfied according to the [W3C's Understanding Conformance](#).
- Note: the Help link in the global nav shows a pulsating effect around the number of Help items. This effect stops automatically after 4 seconds.



## WCAG 2.1 2.3.1 Three Flashes or Below Threshold

No more than three flashes in a 1-second period.

Level A W3C Guideline



**OVERALL RATING: Supports** (*no content to which this success criterion applies*)

- Evolve does not contain any content that flashes, so the success criterion is satisfied according to the [W3C's Understanding Conformance](#).





# WCAG 2.1 2.4.1 Bypass Blocks

Users can bypass repetitive blocks of content, such as navigation menus.

## Level A W3C Guideline

### OVERALL RATING: Supports

#### Examples of Supports ✓

- Evolve provides a visible Skip to Main Content link.
- Many headings exist on all pages to allow for screen reader users to utilize heading navigation.
- Landmarks are applied in many areas to allow for landmark navigation by screen readers, for example to skip to the main content.
- Items are cast as lists allowing for screen reader list navigation.
- Content is in HTML which allows skipping using the browser find or virtual find feature in a screen reader.

#### Examples of Does Not Support ✗

No violations found by reviewers

#### Workarounds and User Tips 🔧

Screen reader users (e.g. JAWS) can utilize headings navigation, landmark navigation, lists navigation, link navigation, etc. as ways to bypass repetitive links.



# WCAG 2.1 2.4.2 Page Titled

The page has a title describing its topic or purpose.

## Level A W3C Guideline

### OVERALL RATING: Supports

#### Examples of Supports ✓

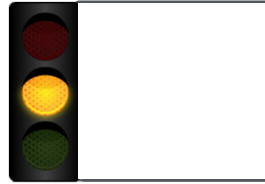
- Evolve Login page is “Login | Evolve”.
- Evolve home page is “Faculty – Shop Online for Elsevier Products – Evolve”
- Welcome Page <title> reflects the student versus instructor views.
- My Evolve page is “My Evolve – Evolve”
- Product pages include the name of the product.
- LTI content pages provide, e.g. “Evolve Resources for Basic Pharmacology for Nurses, 16th Edition - My Evolve”

#### Examples of Does Not Support ✗

No violations found by reviewers

#### Workarounds and User Tips 🛠️

Screen reader users (e.g. JAWS) can bring up titles of web pages using INSERT + T. H1 headings are in place to help determine the purpose of a page.



# WCAG 2.1 2.4.3 Focus Order

Users can tab through the elements of a page in a logical order.

[Level A W3C Guideline](#)

**OVERALL RATING: Partially Supports**

### Examples of Supports ✓

- A logical keyboard focus order is maintained throughout nearly all of Evolve.
- Focus is set to and trapped within dialog windows appropriately (e.g. Create/Rename a folder and Choose How to Access Your Content or Product).
- Buttons that open/close dynamically keep focus on the relevant element and new content is next in the tab order. For example (Global Nav Search, Product accordion links like Authors).

### Examples of Does Not Support ✗

Global Nav - Help panel is in the DOM as the last content and receives focus last on the page. Note this is third party Pendo content.

### Workarounds and User Tips 🔧

None



# WCAG 2.1 2.4.4 Link Purpose (In Context)

The purpose of each link can be determined from the link text or context.

## Level A W3C Guideline

**OVERALL RATING: Partially Supports**

### Examples of Supports ✓

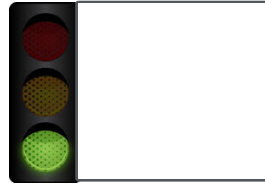
- Links provide a description of the destination or the action, for example:
- Visit our Elsevier Education site.
- Resource links provide the name of the resource.
- Global nav links such as My Evolve.
- Student Resources on a product my content page.
- Go to e-Book library on

### Examples of Does Not Support ✗

- Linked ads only provide “Campaign image” or “Marketing image” and don’t describe the product or link destination.

### Workarounds and User Tips 🔧

Use screen reader commands such as INSERT + F7 in JAWS to bring up lists of links. When linking to a book title on from eBooks under My Evolve, the link “Go to ebook library” takes users to the VitalSource pageburstls.Elsevier.com site. Using the browser back button will take users back to Evolve, however users may get a message 473 Invalid or expired signin token. From this page use the browser back button once more to return to Evolve.



# WCAG 2.1 2.4.5 Multiple Ways

More than one way is available to navigate to other web pages.

[Level AA W3C Guideline](#)

## OVERALL RATING: Supports

### Examples of Supports ✓

- Products in the catalog can be located by searching on either (title, ISBN, author, or keyword) or by Browse by Discipline.
- Help links are offered both in the main header and from the footer.
- Account features (Account settings, change password, logout) are available from the global nav and from the footer.

### Examples of Does Not Support ✗

No violations found by evaluators.

### Workarounds and User Tips 🔍

- Users are able to bookmark any page, product screen, account settings page because Evolve utilizes well formed URLs.
- Users can utilize the My Content and folder features to provide an organized view of their courses.





# WCAG 2.1 2.4.6 Headings and Labels

Headings and labels are clear, consistent, and accurate.

## Level AA W3C Guideline

**OVERALL RATING: Supports**

### Examples of Supports ✓

- When headings and labels are provided they are descriptive, concise, and accurate across Evolve.
- For example when on an Evolve Resources page the name of the product is identified in the H1 heading.
- Each section of content within Evolve is supplemented by an associated descriptive heading.
- Lists of products are displayed consistently across Evolve.
- Form field labels are clear.

### Examples of Does Not Support ✗

No violations found by evaluators

### Workarounds and User Tips 🔧

Screen reader users can bring up a list of headings or form fields for the page. Descriptive headings and labels will make this list discernable.



# WCAG 2.1 2.4.7 Focus Visible

All interactive elements on a page have a visible focus indicator.

Level AA W3C Guideline

## OVERALL RATING: Supports

### Examples of Supports ✓

- Global navigation elements, form fields, and buttons receive a color inversion change on focus.
- Text links get underlined on focus and receive the browser default outline.
- Buttons and form elements change color and receive a border on focus.

### Examples of Does Not Support ✗

No violations found by reviewers

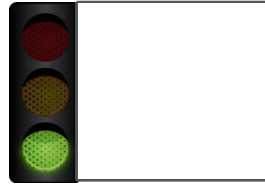
### Workarounds and User Tips 🔧

- If keyboard users are having trouble identifying links, disable style sheets or apply a custom style sheet which provides stronger indication (e.g. underlined) links.
- Links are always identified with an underline if users hover or tab to a link.

## WCAG 2.1 2.5.1 Pointer Gestures

If complex gestures exist, a single touch or click alternative must be given.

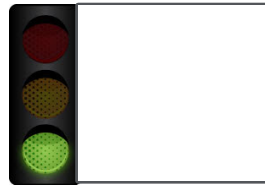
### Level A W3C Guideline



**OVERALL RATING: Supports** *(no content to which this success criterion applies)*

- Evolve does not contain any inputs or interactions which require complex gestures.





# WCAG 2.1 2.5.2 Pointer Cancellation

Allow users to recover from accidental pointer input (touch screen taps, mouse clicks).

[Level A W3C Guideline](#)

**OVERALL RATING: Supports**

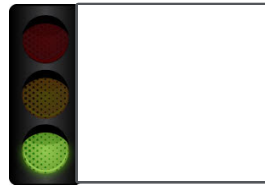
**Examples of Supports** ✓

Links and buttons are activated on the Up event not down event. This means if users click or tap a button and want to abort, they can simply move the mouse away from the link or button. Or they can move their finger on a touchscreen away from the selected link or button to abort.

**Examples of Does Not Support** ✗

No violations found by reviewers.

**Workarounds and User Tips** 🔧



# WCAG 2.1 2.5.3 Label in Name

For user interface components with visible text, ensure that the accessible name includes the visible text.

## Level A W3C Guideline

**OVERALL RATING: Supports**

### Examples of Supports ✓

Most every user interface component with visible text has an accessible name that matches or includes the visible text, for instance the “Menu” button in the mobile view global navigation.

The Alerts icon with text indicator provides an accessible name: “Alerts 1 item”.

Text links such as product names have an accessible name that matches the visible text exactly. Form elements such as filter by product type checkboxes and buttons provide a form label (accessible name) matching the visible text label.



### Examples of Does Not Support ✗

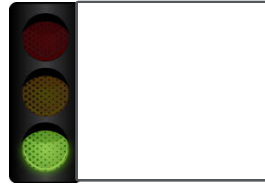
No violations found by reviewers

### Workarounds and User Tips

## WCAG 2.1 2.5.4 Motion Actuation

Motion input (shaking, orientation change, tilting, etc.) must be accompanied by another means of input (such as a button)

[Level A W3C Guideline](#)



**OVERALL RATING: Supports** *(no content to which this success criterion applies)*

- Evolve does not have any features which require motion input.





# WCAG 2.1 3.1.1 Language of Page

The language of the web page is specified.

## Level A W3C Guideline

**OVERALL RATING: Supports**

Examples of Supports ✓	Examples of Does Not Support ✗
All pages in Evolve provide a page language, lang="EN"	No violations found by reviewers

**Workarounds and User Tips** 🔧



# WCAG 2.1 3.1.2 Language of Parts

The language of passages of text that differ from the default are specified.

## Level AA W3C Guideline

**OVERALL RATING: Supports (NA)**

### Examples of Supports ✓

All web content in Evolve is English and therefore there are no changes in page language.

### Examples of Does Not Support ✗

N/A

### Workarounds and User Tips 🔧

None





# WCAG 2.1 3.2.1 On Focus

Elements that receive focus do not cause unexpected changes in context.

Level A W3C Guideline

**OVERALL RATING: Supports**

### Examples of Supports ✓

- No components trigger changes in context when they receive focus.

### Examples of Does Not Support ✗

No violations found by evaluators

### Workarounds and User Tips 🛠️

None



# WCAG 2.1 3.2.2 On Input

Changing an input or UI element does not cause unexpected changes.

Level A W3C Guideline

**OVERALL RATING: Supports**

**Examples of Supports** ✓

Changing the user interface inputs/UI elements does not cause unexpected changes.

**Examples of Does Not Support** ✗

**Workarounds and User Tips** 🔧

Sort by drop downs refresh the display upon change of value.  
 Keyboard users should use alt + up arrow or alt + down arrow to review all select values before selecting the desired sort order.



# WCAG 2.1 3.2.3 Consistent Navigation

Navigation menus are in the same location and order on all pages.

Level AA W3C Guideline

## OVERALL RATING: Supports

### Examples of Supports ✓

- A main landmark consistently marks the main content of pages.
- The global navigation includes a site logo/link to home page, My Evolve, Catalog, Help, Search, Cart, Alerts, and Account. The order of these global nav items remains consistent across all pages.

### Examples of Does Not Support ✗

No violations found by reviewers

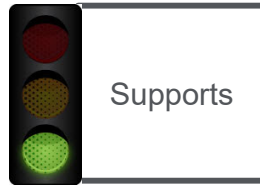
### Workarounds and User Tips

Screen reader users may navigate directly to search or to the main content using regions navigation.

#### NOTES:

When users select a Resources product from My Content, users link to a product Evolve link (litcontenttool.elsevier.com). These pages are a lite version of the global navigation and only include the Evolve logo, the user’s name, and a “My Content” link back to the Main Evolve site. There is also a search resources feature that is specific to the selected product.

When users select an eBook they link to VitalSource pageburst site. To get back to the main Evolve site, users should hit the browser back button twice.



# WCAG 2.1 3.2.4 Consistent Identification

UI components used across all pages are identified consistently.

[Level AA W3C Guideline](#)

**OVERALL RATING: Supports**

## Examples of Supports ✓

- UI components are consistent across pages.

## Examples of Does Not Support ✗

No violations found by reviewers

## Workarounds and User Tips 🔧

None



# WCAG 2.1 3.3.1 Error Identification

Input errors are clearly marked and described to the user.

## Level A W3C Guideline

**OVERALL RATING: Supports**

### Examples of Supports ✓

- Error messages on the shopping cart promotion code entry are shown with an icon, colored box, and the word “Error!”.
- Errors on the account settings pages are indicated through text appearing underneath the field, prefaced with “Error”, and an aria-alert indicating the error that needs correction.
- Create an Account page and Edit Account provides an alert summarizing the numbers of errors found in form submission, e.g. “2 error(s) should be corrected”.
- Create an Account page and Edit Account move focus to the first field with an error after submission.
- Errors in promotion code entry, access code entry, and on Create an Account are announced to screen readers through an alert describing the number of errors.

### Examples of Does Not Support ✗

### Workarounds and User Tips

None



# WCAG 2.1 3.3.2 Labels or Instructions

Items requiring user input are clearly labeled or have clear instructions.

## Level A W3C Guideline

**OVERALL RATING: Supports**

### Examples of Supports ✓

- Input elements are nearly all programmatically labeled. (e.g. Create an Account text inputs and radio buttons).
- Password field programmatically includes all password requirements in the form label.
- Search provides a label indicating what users can search, e.g. “Search for products and resources by ISBN, author, title, or keyword”.
- Create an account provides a label “All fields are required”.
- Create an account and other user account input fields have required to denote mandatory fields.

### Examples of Does Not Support ✗

No violations found by evaluators

### Workarounds and User Tips 🛠️

Current unlabeled inputs have visible text adjacent the form, allowing for proper context when filling out the form.



# WCAG 2.1 3.3.3 Error Suggestion

When a user makes an input error, give suggestions for valid input.

Level AA W3C Guideline

**OVERALL RATING: Supports**

**Examples of Supports ✓**

- The error messages given in the Login and Register pages serve as acceptable error suggestions.
- For example a user who does not have a valid email address will get “User E-mail address may be invalid.”
- Required fields that are left blank will result in an error message indicating that the field must be completed.
- Password guidelines which are not met clearly state acceptable lengths of passwords. Additionally there is a link to the password guidelines page adjacent to the password input field.

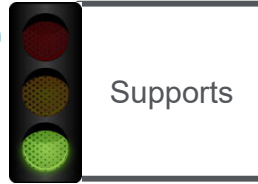
**Examples of Does Not Support ✗**

No violations found by evaluators

**Workarounds and User Tips 🔧**

None

# WCAG 2.1 3.3.4 Error Prevention (legal, financial, data)



For web pages with legal or financial commitments, users can review and correct information.

[Level AA W3C Guideline](#)

**OVERALL RATING: Supports**

## Examples of Supports ✓

- The Shopping cart feature provides a way to review and modify a purchase before submitting.
- User account data such as name, email, and address information at any time by logging in and going to Account Settings.

## Examples of Does Not Support ✗

No violations found by evaluators

## Workarounds and User Tips 🔧

None





# WCAG 2.1 4.1.1 Parsing

Use valid, error-free HTML, including unique element IDs.

## Level A W3C Guideline

**OVERALL RATING: Supports**

### Examples of Supports ✓

The application does well on the following 4 criteria except for a few exceptions noted.

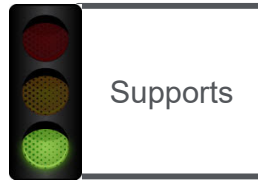
- Elements have complete start and end tags.
- Elements are nested according to their specifications.
- Elements do not contain duplicate attributes.
- IDs are unique.

### Examples of Does Not Support ✗

No violations found by evaluators

### Workarounds and User Tips 🛠️

None



# WCAG 2.1 4.1.2 Name, Role, Value

The name, role, and value of all UI elements can be programmatically determined.

## Level A W3C Guideline

**OVERALL RATING: Supports**

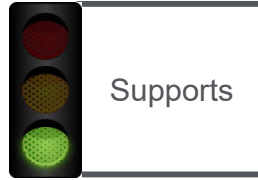
**Examples of Supports ✓**

- Favorites (blue stars) indicate name=starred folder item, role=button, value=pressed.
- Folders under my content indicate name=Toggle My Content Folders, role=button, value=expanded/collapsed.
- Dialog windows indicate for example, name=Simulations – SLS, role=dialog.
- Aria landmark roles are in extensive use on all pages, including banner, main, navigation.
- Menu popups (three dots) are buttons, labelled with View Actions, and indicate expanded or collapsed state.
- Shopping cart items number and Alerts number in the global nav are announced to AT as part of the accessible name.

**Examples of Does Not Support ✗**

No violations found by evaluators

**Workarounds and User Tips 🛠️**



# WCAG 2.1 4.1.3 Status Messages

Status Messages must be available to AT such as screen readers (using e.g. alert or dialogs). This does not include context changes.

## Level AA W3C Guideline

**OVERALL RATING: Supports**

Examples of Supports ✓	Examples of Does Not Support ✗
<p>Error messages for invalid redeem access codes and promotion codes are announced to screen readers using role="alert".</p> <p>Error messages for invalid user profile inputs, e.g. missing required fields or a confirm password that does not match or conform to the password requirements.</p> <p>The message that provides the dynamic number of results after selecting a filter is announced to screen reader users each time it updates.</p>	

### Workarounds and User Tips 🔧

# US 508: Chapter 3: Functional Support Criteria

Criteria	Conformance Level	Remarks and Explanations
<b>302.1 Without Vision</b>	Supports	Evolve User Interface is compatible with screen readers such as JAWS, NVDA.
<b>302.2 With Limited Vision</b>	Supports	Style sheets separate presentation from content. Personal style sheets and Operating System contrast can be applied. Browser Zoom to 200% and Screen magnification apps are supported.
<b>302.3 Without Perception of Color</b>	Supports	Evolve does not require color perception. Some error messages only use red but are always adjacent to their appropriate field.
<b>302.4 Without Hearing</b>	Supports	Evolve itself only provides video with help tutorials which are captioned. Individual courses on Evolve would be covered by a separate VPAT.
<b>302.5 With Limited Hearing</b>	Supports	Independent volume control is present for video content.
<b>302.6 Without Speech</b>	Supports	Evolve does not require speech input. Customer support offers live text chat or email.
<b>302.7 With Limited Manipulation</b>	Supports	Evolve provides labels to make form controls easier to select. Most elements have an accessible name and can be operated using speech input.
<b>302.8 With Limited Reach and Strength</b>	Supports	Does not apply
<b>302.9 With Limited Language, Cognitive, and Learning Abilities</b>	Supports	Evolve offers compatibility with text to speech (e.g. Read and Write Gold). Articles are provided with summaries to highlight main points in simple English. Book content is broken up into smaller sections. Screen may be magnified using browser zoom to simplify user interface into mobile view.

# US 508: Chapter 6: Support Documentation and Services

508 Criterion	Conformance Level	Remarks and Explanations
602 Support Documentation	N/A	Heading cell – no response required
602.2 Accessibility and Compatibility Features		Supports
602.3 Electronic Support Documentation	N/A	Heading cell – no response required
602.3.1 Documentation is WCAG 2 Conformant		Partially Supports
602.3.2 Alternate Formats		Supports
603 Support Services	N/A	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		Supports
603.3 Accommodation of Communication Needs		Supports

This section references the Evolve Support Center at:  
<https://service.elsevier.com/app/overview/evolve/>

# 508 602.2 Accessibility and Compatibility Features



Documentation shall list and explain how to use the accessibility and compatibility features.

## 508 Chapter 6

### OVERALL RATING: Supports

#### Examples of Supports ✓

- This VPAT document provides descriptions of accessibility features as well as work arounds and user tips for users of assistive technology.
- Details on accessibility features grouped by functional area (e.g. Screen Reader, Keyboard) are on the web accessibility support page: [https://service.elsevier.com/app/answers/detail/a\\_id/11544/kw/accessibility/c/10543/supporthub/evolve/](https://service.elsevier.com/app/answers/detail/a_id/11544/kw/accessibility/c/10543/supporthub/evolve/)

#### Examples of Does Not Support ✗

No violations found by evaluators

#### Workarounds and User Tips ↶

- Send an email to [accessibility@elsevier.com](mailto:accessibility@elsevier.com) for any additional questions on accessibility and assistive technology compatibility features.

# 508 602.3 Electronic Support Documentation

## 602.3.1 WCAG Conformant



Documentation in electronic format shall conform to all Level A and Level AA

### 508 Chapter 6

#### OVERALL RATING: Partially Supports

#### Examples of Supports ✓

- The Evolve Support Center is a set of searchable HTML pages organized by topic.
- Pages conform to WCAG 2.1 A and AA support with only a few exceptions noted on the next slide.

#### Examples of Does Not Support ✗

- Exceptions can be found on the next page of WCAG requirements.

#### Workarounds and User Tips 🔍

- The helps system is called the Evolve Support Center: <https://service.elsevier.com/app/home/supporthub/evolve/>
- Send an email to [accessibility@elsevier.com](mailto:accessibility@elsevier.com) for any additional questions on accessibility and assistive technology compatibility features.

# Evolve Support Center - 602.3.1 Documentation is WCAG 2 Conformant

WCAG 2.1 Success Criterion	Level	Evaluation	Remarks
1.1.1 Non-text Content	A	Supports	Hamburger has alt text, Video tutorials have PDF equivalents.
1.2.1 Audio-only and Video-only (Prerecorded)	A	Supports (N/A)	There are no audio-only or video-only within the support web pages.
1.2.2 Captions (Prerecorded)	A	Supports	Tutorial videos provide captioning.
1.2.3 Audio Description or Full Text Alternative	A	Supports	Tutorial videos are accompanied by PDF guides describing procedures.
1.2.4 Captions (Live)	AA	Supports (N/A)	No live video exists
1.2.5 Audio Description	AA	Does Not Support	Video tutorials have captions but not audio description
1.3.1 Info and Relationships	A	Supports	Landmarks, Headings, lists, and labels are used appropriately
1.3.2 Meaningful Sequence	A	Supports	Content has a meaningful reading order and is read fine by screen readers
1.3.3 Sensory Characteristics	A	Supports	Content does not rely on sensory characteristics such as color or shape
1.3.4 Orientation	AA	Supports	SupportHub is not locked in portrait or landscape
1.3.5 Identify Input Purpose	AA	Supports	Contact support page provides autocomplete attributes such as given-name
1.4.1 Use of Color	A	Supports	Links within text paragraphs are underlined.
1.4.2 Audio Control	A	Supports (N/A)	There is no audio that auto-plays
1.4.3 Contrast (Minimum)	AA	Partially Supports	All text is at least 4.5:1 against background, except orange focused links
1.4.4 Resize text	AA	Supports	The user interface is fully usable when zoomed 200%
1.4.5 Images of Text	AA	Supports	Only logos utilize images of text.
1.4.10 Reflow	AA	Supports	The user interface only scrolls vertically when zoomed 400%
1.4.11 Non-Text Contrast	AA	Partially Supports	External upright arrow on links, search input borders
1.4.12 Text Spacing	AA	Supports	No issues when using the Text Spacing Bookmarklet
1.4.13 Content on Hover or Focus	AA	Supports (N/A)	No content appears on hover or on focus
2.1.1 Keyboard	A	Supports	All interactive content is keyboard operable
2.1.2 No Keyboard Trap	A	Supports	No keyboard traps exist.
2.1.4 Character Key Shortcuts		Supports (N/A)	No character key shortcuts exist.
2.2.1 Timing Adjustable	A	Supports (N/A)	No timeouts exist
2.2.2 Pause, Stop, Hide	A	Supports (N/A)	No videos auto play
2.3.1 Three Flashes or Below Threshold	A	Supports (N/A)	There is no flashing content
2.4.1 Bypass Blocks	A	Supports	Has a Skip to main/search. Supports navigation by landmarks, headings, lists.
2.4.2 Page Titled	A	Supports	Page titles include page name and system name
2.4.3 Focus Order	A	Supports	Focus order is logical throughout
2.4.4 Link Purpose (In Context)	A	Partially Supports	Purpose of links can be determined, except upright arrow meaning.
2.4.5 Multiple Ways	AA	Supports	Content is available through search or browse
2.4.6 Headings and Labels	AA	Supports	Headings and labels are clear and consistent
2.4.7 Focus Visible	AA	Supports	Links/buttons change color or get browser default focus ring
2.5.1 Pointer Gestures	A	Supports (N/A)	There are no complex input gestures required such as pinch and zoom
2.5.2 Pointer Cancellation	A	Supports	
2.5.3 Label in Name	A	Supports	Labels of interactive elements are the same as the visible HTML text
2.5.4 Motion Actuation	A	Supports (N/A)	No functionality responds to motion input such as shake
3.1.1 Language of Page	A	Supports	Page language is defined on the HTML element



# Evolve Support Center - 602.3.1 Documentation is WCAG 2 Conformant

WCAG 2.1 Success Criterion	Level	Evaluation	Remarks
3.1.2 Language of Parts	AA	Supports (N/A)	All content is in English
3.2.1 On Focus	A	Supports	No examples of unexpected actions on focus
3.2.2 On Input	A	Supports	No examples of changes of context based upon setting of UI components
3.2.3 Consistent Navigation	AA	Supports	Navigation, search, and related content is consistent across pages
3.2.4 Consistent Identification	AA	Supports	Components with the same functionality are identified consistently
3.3.1 Error Identification	A	Supports	Contact support errors have an alert for assistive technologies
3.3.2 Labels or Instructions	A	Partially Supports	Email, Chat inputs have proper labels. Issue with title field and a fieldset
3.3.3 Error Suggestion	AA	Supports	Error messages indicate which fields are required.
3.3.4 Error Prevention (Legal, Financial, Data)	AA	Supports (N/A)	No web pages in support that cause legal commitments et al.
4.1.1 Parsing	A	Supports	No violations
4.1.2 Name, Role, Value	A	Partially Supports	Most elements have name, role, value with the exception of the show/hide
4.1.3 Status Messages	AA	Supports	Contact us form provides alerts when required fields are left blank

# 508 602.3 Electronic Support Documentation

## 602.3.2 Alternate Formats

Alternate Formats shall be provided upon request

### 508 Chapter 6



#### OVERALL RATING: Supports

##### Examples of Supports ✓

- The searchable support documentation consists of: What's new, Orders & Renewals, Access, Onboarding, Training, Using the Product, Content, and Top 10 FAQs.
- Alt formats that can be generated include: PDF, HTML, and Word.

##### Examples of Does Not Support ✗

No violations found by evaluators

#### Workarounds and User Tips 🛠️

The ElsevierStudentLife YouTube channel provides captioned video tutorials around Evolve products:

<https://www.youtube.com/channel/UCdcFa4YrMUldhEvu2LVTOMg>

Example topics include: How to redeem your Elsevier access code, How to Use Evolve Resources for Saunders Comprehensive Review for NCLEX.

Send an email to [accessibility@elsevier.com](mailto:accessibility@elsevier.com) to request alternate formats for documentation or for any additional questions on accessibility and assistive technology compatibility features.



# 508 603.2 Info on A11y and Compatibility Features

When ICT support services provide documentation, materials shall conform to 602.3  
[508 Chapter 6](#)

## OVERALL RATING: Supports

### Examples of Supports ✓

- This document describes information on the accessibility and compatibility features.
- The Product Accessibility Statement with a description of accessibility features can be found at: [https://service.elsevier.com/app/answers/detail/a\\_id/11544/kw/accessibility/supporthub/evolve/](https://service.elsevier.com/app/answers/detail/a_id/11544/kw/accessibility/supporthub/evolve/)
- Our company provides web accessibility fundamentals courses for staff to learn about people with disabilities and digital accessibility topics.
- We also provide a voluntary structured belting program whereby staff can advance through a more rigorous accessibility training.

### Examples of Does Not Support ✗

No violations found by evaluators

### Workarounds and User Tips 🛠️

Send an email to [accessibility@elsevier.com](mailto:accessibility@elsevier.com) for any additional questions on accessibility and assistive technology compatibility features.



# 508 603.3 Accommodation of Communication Needs

When ICT support services provide documentation, materials shall conform to 602.3

## 508 Chapter 6

**OVERALL RATING: Supports**

### Examples of Supports ✓

- Users can contact the help desk through:
  - Email (web form)  
<https://service.elsevier.com/app/contact/supporthub/evolve/>
  - Chat (web interface)  
[https://service.elsevier.com/app/chat/chat\\_launch/supporthub/evolve/](https://service.elsevier.com/app/chat/chat_launch/supporthub/evolve/)
  - Phone  
+1 800 222 9570 (toll free for US & Canadian customers)

### Examples of Does Not Support ✗

No violations found by evaluators

### Workarounds and User Tips 🔍

The Support center main page can be found at:  
<https://service.elsevier.com/app/home/supporthub/evolve/>

Send an email to [accessibility@elsevier.com](mailto:accessibility@elsevier.com) for any additional questions on accessibility and assistive technology compatibility features.

For alternative file requests for books, complete the [Disability Webform](#) or email: [stl.archive@elsevier.com](mailto:stl.archive@elsevier.com).

## To Learn More About Elsevier Accessibility

- [Evolve and Other Elsevier Product Accessibility Information and VPATs](#)
- [ScienceDirect Accessibility Product Page](#)
- [The ScienceDirect accessibility journey: A case study.](#)
- [CSUN Conference Presentation on Article of the Future](#)
- Elsevier Accessibility Checklist: [http://romeo.elsevier.com/accessibility\\_checklist/](http://romeo.elsevier.com/accessibility_checklist/)
- [Elsevier Company Accessibility Policy](#)
- Contact [accessibility@elsevier.com](mailto:accessibility@elsevier.com) for support or to join the Elsevier accessibility collaboration group.
- [Why Web Accessibility is the new Usability](#)