VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

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| **Name of Product** | **Dorland’s Online** |
| **Date Last Updated** | **February 27, 2025** |
| Completed by | Jay Nemchik (Elsevier Digital Accessibility Team) |
| **Applicable Standards/Guidelines** | This document rates Dorland’s Online according to the [W3C WCAG 2.1 A and AA](https://www.w3.org/TR/WCAG21/) requirements. |
| **Contact for More Information** | Elsevier Digital Accessibility Team [accessibility@elsevier.com](mailto:accessibility@elsevier.com?subject=Accessibility%20and%20Shadow%20Health) |
| **Testing Tools and Methods** | * **Hands-on keyboard operation** * **DevTools/Code inspection** * **Mozilla Firefox 115 and Chrome 124 on Windows 11 22H2** * **NVDA screen reader 2023.3** * **WAVE Browser Extension** * **Color Contrast Analyzer** * [W3C Web Accessibility Initiative (WAI) Pages](https://www.w3.org/WAI/) * [Elsevier Accessibility Checklist](http://romeo.elsevier.com/accessibility_checklist/) |
| **Document Sections** | This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections:   * Visuals * Keyboard * Headings and Structure * Labeling * Multimedia * Usability * Mobile User Experience |
| **Pages Covered** | Header, Footer, Homepage, Dictionary, Subscribe, Your Cart, Checkout, Review Your Order, Order Confirmation, Register/My Profile, Redeem Pin Code |
| **Terms** | * **Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.** * **Partially supports: Some functionality of the product does not meet the criteria.** * **Does not support: Majority of functionality of the product does not meet the criteria.** * **Supports (N/A): According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."** |
| **Notes/Terminology** | * **“AT” stands for Assistive Technology such as screen readers, voice input, etc.** |

## Conformance Summary

| **WCAG 2.1 Success Criterion** | **Level** | **Evaluation** |
| --- | --- | --- |
| 1.1.1: Non-text Content | A | Partially supports |
| 1.2.1: Audio-only and Video-only (Prerecorded) | A | Supports (N/A) |
| 1.2.2: Captions (Prerecorded) | A | Supports (N/A) |
| 1.2.3: Audio Description or Full Text Alternative | A | Supports (N/A) |
| 1.2.4: Captions (Live) | AA | Supports (N/A) |
| 1.2.5: Audio Description | AA | Supports (N/A) |
| 1.3.1: Info and Relationships | A | Partially supports |
| 1.3.2: Meaningful Sequence | A | 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 | Does not support |
| 1.4.1: Use of Color | A | Supports |
| 1.4.2: Audio Control | A | Supports (N/A) |
| 1.4.3: Contrast (Minimum) | AA | Partially supports |
| 1.4.4: Resize text | AA | Supports |
| 1.4.5: Images of Text | AA | Partially supports |
| 1.4.10: Reflow (2.1) | AA | Does not support |
| 1.4.11: Non-Text Contrast (2.1) | AA | Supports |
| 1.4.12: Text Spacing (2.1) | AA | Partially 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 | Does not support |
| 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 | Partially 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 | Partially supports |
| 2.4.5: Multiple Ways | AA | Partially 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 |
| 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 | Supports (N/A) |
| 3.2.1: On Focus | A | Supports |
| 3.2.2: On Input | A | Supports |
| 3.2.3: Consistent Navigation | AA | Supports |
| 3.2.4: Consistent Identification | AA | Supports |
| 3.3.1: Error Identification | A | Partially supports |
| 3.3.2: Labels or Instructions | A | Partially supports |
| 3.3.3: Error Suggestion | AA | Supports |
| 3.3.4: Error Prevention (Legal, Financial, Data) | AA | Supports |
| 4.1.1: Parsing | A | Supports |
| 4.1.2: Name, Role, Value | A | Partially supports |
| 4.1.3: Status Messages (2.1) | AA | Does not support |

## WCAG 2.1 A and AA Success Criteria

### Visuals

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.1.1: Non-Text Content](https://www.w3.org/TR/WCAG21/#non-text-content) (A) Provide text alternatives for non-text content (e.g. images) | Partially supports | Most images and icons have appropriate text equivalents.  **Exceptions:**  Header: The site logo does not have any alt text. The shopping cart icon does not have alt text. The Elsevier logo’s alt text should be “Elsevier”.  Footer: The Elsevier logo is missing alt text.  Homepage: There are several decorative images that should have alt=””. The audio icon does not have any alt text. The Facebook and Twitter icon links do not have alt text. The eBooks+ link image does not have any alt text. The “Buy” buttons do not have any alt text.  Dictionary: The images that appear in dictionary terms do not have any alt text.  Redeem Pin Code: The Medical Dictionary image does not have any alt text. Each checkmark image should have alt=””.  Your Cart: The book title image should have alt=””. The Delete icon needs alt text.  Checkout: The card images do not have alt text. The CVV icon does not have alternative text. The CVV informational image does not have alt text.  Review Your Order: The card image does not have alt text. |
| [1.3.3: Sensory Characteristics](https://www.w3.org/TR/WCAG21/#sensory-characteristics) (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound | Supports | There are no instructions or areas of content which rely solely on sensory characteristics. |
| [1.4.1: Use of Color](https://www.w3.org/TR/WCAG21/#use-of-color) (A) Color is not used as the only visual means of conveying info | Supports | Color is not used as the only means of conveying information. |
| [1.4.3: Color Contrast (Minimum)](https://www.w3.org/TR/WCAG21/#contrast-minimum) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text) | Partially supports | Text has enough contrast with its corresponding background in almost all areas.  **Exceptions:**  Homepage: The blue link color when used on the gray background does not have enough contrast at 4.27:1. The list of alphabet letters does not have enough contrast at 2.26:1.  Dictionary: The breadcrumb links do not have enough contrast at 2.7:1.  My Profile: The blue heading text on light gray background does not have enough contrast at 3.35:1. |
| [1.4.4: Resize Text](https://www.w3.org/TR/WCAG21/#resize-text) (AA)  Text can be enlarged up to 200% without loss of functionality. | Supports | Text can be enlarged to 200% and content remains functional. |
| [1.4.5: Images of Text](https://www.w3.org/TR/WCAG21/#images-of-text) (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos | Partially supports | No images of text are used other than for Logos or essential presentation.  **Exceptions:**  Homepage: The “Buy” links are images of text. |
| [1.4.10: Reflow](https://www.w3.org/TR/WCAG21/#reflow) (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:  Vertical scrolling content at a width equivalent to 320 CSS pixels;  Horizontal scrolling content at a height equivalent to 256 CSS pixels. | Does not support | Dorland’s Online does not have a responsive view. Scrolling occurs in two directions at small screen sizes. |
| [1.4.11: Non-Text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast) (AA)  User interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s). | Supports | Non-text UI components and graphical objects have at least a 3:1 contrast ratio. |
| [1.4.12: Text Spacing](https://www.w3.org/TR/WCAG21/#text-spacing) (AA)  In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property:  Line height (line spacing) to at least 1.5 times the font size;  Spacing following paragraphs to at least 2 times the font size;  Letter spacing (tracking) to at least 0.12 times the font size;  Word spacing to at least 0.16 times the font size. | Partially supports | The site allows users to adjust the text spacing without causing loss of content or functionality.  **Exceptions:**  Homepage: When minimum text spacing styles are applied, the License Dorland’s link and its surrounding text gets cut off. |
| [1.4.13: Content on Hover or Focus](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (AA)  Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:   * Dismissable * Hoverable * Persistent | Supports | Content that appears on hover or focus is dismissable, hoverable, and persistent. |
| [2.3.1: Three Flashes or Below Threshold](https://www.w3.org/TR/WCAG21/#three-flashes-or-below-threshold) (A) No more than three flashes in a 1-second period, or the flashes are below the defined thresholds | Supports (N/A) | No flashing content exists. |

### Keyboard

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.2: Meaningful Sequence](https://www.w3.org/TR/WCAG21/#meaningfuusequence) (A)  The correct reading sequence can be programmatically determined | Supports | The correct reading sequence is usually logical with the DOM order matching the visual order. |
| [2.1.1: Keyboard](https://www.w3.org/TR/WCAG21/#keyboard) (A)  All functionality is available from a keyboard, except for tasks such as drawing | Partially supports | Most content is keyboard operable.  **Exceptions**:  Header: The username dropdown cannot be opened with keyboard.  Footer: The Cookie Setting button cannot be reached by keyboard.  Homepage: The History button cannot be reached by keyboard.  Dictionary: The Related Matches and Term appears in these definitions selects automatically submit when moving between the options with arrow keys. |
| [2.1.2: No Keyboard Trap](https://www.w3.org/TR/WCAG21/#no-keyboard-trap) (A)  The user can use the keyboard to move through page elements and is not trapped on a particular element | Supports | No pages have a keyboard trap. |
| [2.1.4: Character Key Shortcuts](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (A)  If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:   * Turn off * Remap * Active only on focus | Supports (N/A) | The site does not use any character key shortcuts. |
| [2.4.3: Focus Order](https://www.w3.org/TR/WCAG21/#focus-order) (A)  Users can tab through the elements of a page in a logical order | Partially supports | Tab order is logical on the site for the most part.  **Exceptions:**  Checkout: The CVV info modal does not manage focus properly.  Register: The State/Province select and the two Profession selects have tabindex values higher than 0, which causes their tab order to be illogical. |
| [2.4.7: Focus Visible](https://www.w3.org/TR/WCAG21/#focus-visible) (AA)  The page element with the current keyboard focus has a visible focus indicator | Partially supports | Most elements use the browser default keyboard focus.  **Exceptions:** Homepage: The various Month subscription and “Contact us to learn more” links do not have a visible focus.  My Profile: The View Login History link does not have a visible focus. |
| [3.2.1: On Focus](https://www.w3.org/TR/WCAG21/#on-focus) (A)  When a UI component receives focus, this does not trigger unexpected actions. | Supports | Focusable elements do not cause unexpected actions when receiving focus. |

### Headings and Structure

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.1: Information and Relationships](https://www.w3.org/TR/WCAG21/#info-and-relationships) (A)  Info, structure, and relationships can be programmatically determined | Partially supports | Good use of heading in some places to help distinguish content. Lists are typically used to group related links or text. Landmarks are sometimes used in good places.  **Exceptions:**  Homepage: The Remember Me checkbox does not have a programmatic label.  Dictionary: The Related matches and Term appears in these definitions text is not programmatically associated with their select inputs. Each link within the breadcrumb should be an item within an ordered list.  Redeem Pin Code: The Agree to terms checkbox and Enter Pin input labels are not programmatically associated with their inputs.  Checkout: All of the input fields, selects, and checkboxes on the page do not have their labels programmatically associated with their inputs.  My Profile: All of the input fields, selects, and checkboxes on the page do not have their labels programmatically associated with their inputs. |
| [2.4.1: Bypass Blocks](https://www.w3.org/TR/WCAG21/#bypass-blocks) (A)  Users can bypass repeated blocks of content. | Partially supports | Headings and landmarks exist, which allow users using Assistive Technology to jump to the different areas of content quickly.  **Exceptions:** No skip to main content link exists. |
| [2.4.6: Headings and Labels](https://www.w3.org/TR/WCAG21/#headings-and-labels) (AA)  Headings and labels are clear and consistent. | Supports | Headings and labels used are clear and descriptive. |
| [3.1.1: Language of Page](https://www.w3.org/TR/WCAG21/#language-of-page) (A)  The language of the page is specified | Does not support | The language is not defined on any page. |
| [3.1.2: Language of Parts](https://www.w3.org/TR/WCAG21/#language-of-parts) (AA)  Specify the language of text passages that are in a different language than the default language of the page. | Supports (N/A) | There is no text that is in a different language than the page default. |
| [4.1.1: Parsing](https://www.w3.org/TR/WCAG21/#parsing) (A)  Use valid, error-free HTML | Supports | HTML and CSS passes concerning these 4 specific criteria:  (i) elements have complete start and end tags,  (ii) elements are nested according to their specifications  (iii) elements do not contain duplicate attributes (iv) any IDs are unique, except where the specifications allow these features.  Note: There are other general HTML validation errors outside the scope of this criterion. |

### Labeling

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.5: Identify Input Purpose](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (AA)  The purpose of each input field collecting information about the user can be programmatically determined when:  The input field serves a purpose identified in the Input Purposes for User Interface Components section; and the content is implemented using technologies with support for identifying the expected meaning for form input data. | Does not support | There are input fields that collect information about the user and they do not use autocomplete attributes.  These exist on the Login part of the homepage, the Checkout page, and the My Profile page. |
| [2.4.2: Page Titled](https://www.w3.org/TR/WCAG21/#page-titled) (A)  The page has a title describing its topic or purpose | Partially supports | The title changes for each page, but some pages do not use a descriptive title.  **Exceptions:** Redeem Pin Code: The page title is empty.  Subscribe: The page title is empty.  Your Cart: The page title is not descriptive, using “Dorland’s”.  Checkout: The page title is empty.  Review Your Order: The page title is empty.  My Profile: The page title is empty. |
| [2.4.4: Link Purpose (In Context)](https://www.w3.org/TR/WCAG21/#link-purpose-in-context) (A)  The purpose of each link can be determined from the link text or surrounding context. | Partially supports | Links used have an identifiable purpose from the link text or surrounding context.  **Exceptions:** Header: The Dorland’s logo link does not have any link text. The shopping cart link does not have a descriptive label.  Footer: There is an empty “Home” link that can be reached by keyboards and AT.  Homepage: The audio icon link does not have any link text. The Facebook and Twitter icon links do not have any link text. The eBooks+ link does not have any link text. The “Buy” links do not have any link text. |
| [2.5.3: Label in Name](https://www.w3.org/TR/WCAG21/#label-in-name) (A)  For user interface components with labels that include text or images of text, the name contains the text that is presented visually. | Supports | User interface components that have visible text contain that text consistently within the accessible name |
| [3.2.4: Consistent Identification](https://www.w3.org/TR/WCAG21/#consistent-identification) (AA)  UI components used across the web site are identified consistently on every page. | Supports | UI components are consistent across the site. |
| [3.3.1: Error Identification](https://www.w3.org/TR/WCAG21/#error-identification) (A)  Input errors are clearly marked and described to the user. | Partially supports | Error identification happens and is presented well visually. Errors are not connected to their inputs.  **Exceptions:** Homepage: Input errors are not connected to their inputs programmatically for the Search, Email, and Password inputs.  Checkout: For all of the input elements on the page, errors are not programmatically connected to their inputs.  My Profile: For all of the input elements on the page, errors are not programmatically connected to their inputs. |
| [3.3.2: Labels or Instructions](https://www.w3.org/TR/WCAG21/#labels-or-instructions) (A)  Items requiring user input are clearly labeled or have clear instructions. | Partially supports | Several input areas are missing labels.  **Exceptions:** Homepage: The search input does not have a label, as a placeholder alone is not sufficient. The email and password inputs do not have labels.  Your Cart: The Enter Promo code input does not have a label, as a placeholder alone is not sufficient. |
| [3.3.3: Error Suggestion](https://www.w3.org/TR/WCAG21/#error-suggestion) (AA)  When the user makes an input error, give suggestions for valid input. | Supports | The error messages given are valid suggestions for the inputs. |
| [4.1.2: Name, Role, Value](https://www.w3.org/TR/WCAG21/#name-role-value) (A)  For all UI components, the name, value, and role can be programmatically determined. | Partially supports | Some UI components communicate their state programmatically.  **Exceptions:**  Homepage: The History link should be a button. The alphabet letter links should be buttons or ARIA tabs. The search suggestions list should have role=”listbox” on the <ul> and role=”option” on each <li>.  Dictionary: The search suggestions list should have role=”listbox” on the <ul> and role=”option” on each <li>. The current item in the breadcrumb should have aria-current=”page”.  Your Cart: The Remove from Cart icon needs a proper accessible name.  Checkout: The CVV info link should be a button. The CVV info icon needs an accessible name. |
| [4.1.3: Status Messages](https://www.w3.org/TR/WCAG21/#status-messages) (AA)  In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. | Does not support | Error messages are not communicated automatically to assistive technology.  **Exceptions:** Homepage: Input errors are communicated via a visual status message, but are not communicated to AT.  Redeem PIN code: Input errors are communicated via a visual status message, but are not communicated to AT.  Checkout: Input errors are communicated via a visual status message, but are not communicated to AT.  My Profile: Input errors are communicated via a visual status message, but are not communicated to AT. |

### Multimedia

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

### Usability

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [2.2.1: Timing Adjustable](https://www.w3.org/TR/WCAG21/#pause-stop-hide) (A)  Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended | Does not support | There is a session timeout and no warning or option to extend is given to users. There is also a delayed refresh that is under 20 hours. This either needs to be removed or be extended to over 20 hours. |
| [2.4.5: Multiple Ways](https://www.w3.org/TR/WCAG21/#multiple-ways) (AA)  More than one way is available to navigate to other web pages. | Partially supports | Users can reach nearly all pages in the system using global navigation or the sitemap in the footer.  **Exceptions:** Header: There is only one way to reach the My Profile page, through a dropdown in the header. |
| [3.2.2: On Input](https://www.w3.org/TR/WCAG21/#on-input) (A)  Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context. | Supports | User inputs do not cause unexpected actions. |
| [3.2.3: Consistent Navigation](https://www.w3.org/TR/WCAG21/#consistent-navigation) (AA)  Navigation menus are in the same location and order on every web page. | Supports | Navigation menus are consistently in the same place and in same order. |
| [3.3.4: Error Prevention (Legal, Financial, Data)](https://www.w3.org/TR/WCAG21/#error-prevention-legaufinanciaudata) (AA)  For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted. | Supports | There are financial commitments where the order can be reviewed and corrected before final submission. |

### Mobile User Experience

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