

# W. W. Norton & Company Accessibility Conformance and Remediation Form

**Name of Product/Version:** Norton Ebook Reader

**Report Date:** July 28, 2020

**Product Description:** The Norton Ebook Reader gives students and instructors an enhanced reading experience at a fraction of the cost of a print textbook. Built-in text-to-speech and advanced keyboard navigation are both available within the Ebook platform.

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**Notes:** This form documents accessibility gaps in the Norton Ebook Reader platform and provides the status and timeline for resolving these issues.

**Terms:** The terms used in this Form are defined as follows:

- **Criteria:** Criteria taken from our VPATs (version 2.4), which includes relevant information about WCAG 2.1 and Section 508.
- **Issue Description:** A brief overview of how we do not meet the criteria.
- **Current Status:** One of the following:
  - Open: the issue has not been resolved, but we plan to address it.
  - In Progress: the issue is actively being resolved.
  - Deferred: the issue will not be resolved.
- **Remediation Timeline:** When we anticipate resolving the issue.
- **Available Workarounds:** How a user might work around the issue until it is resolved, if applicable.
- **Comments:** Any additional details or notes regarding the issue.

**Table 1: Success Criteria, Level A**

| Criteria  | Issue Description  | Current Status (Open, in Progress, Deferred) | Remediation Timeline | Available Workarounds   | Comments   |
|---|--|--|----------------------|---|--|
| <p><b>1.1.1 Non-text Content</b> (Level A)<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                        | While most images have text alternatives, images of musical notation do not have a complete text alternative.  | Open   | Unknown at this time | A sighted user will need to describe music notation for a non-sighted user. | In the past, we have not typed out every note name and rhythmic value for every piece of musical notation. In July 2020, we launched our first music textbook that does include this information, but it is not standard practice yet. |
| <p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Audio files that play music do not have a text equivalent available.   | Deferred                                     | None                 |   | We do not currently have a workflow to describe music audio in text format.  |
| <p><b>2.1.1 Keyboard</b> (Level A)<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                | Users are unable to save Notes using the keyboard alone.   | In Progress                                  | Spring 2021          |   | We will be adding this feature in our updated reader in the spring of 2021.  |
| <p><b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 only)<br/>Revised Section 508 – Does not apply</p>   | The reader includes one keyboard shortcut that cannot be turned off by the user. (The left and right arrow keys can be used to move between the previous and next ebook sections.) | In Progress                                  | Spring 2021          |   | We will be removing this shortcut in our updated reader in the spring of 2021.   |
| <p><b>4.1.1 Parsing</b> (Level A)<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                 | There are a few minor parsing errors in the ebook reader.  | In Progress                                  | Spring 2021          | This does not significantly impact a user's experience.                     | We will ensure that there are no parsing errors in our updated reader in the spring of 2021.   |
| <p><b>4.1.2 Name, Role, Value</b> (Level A)<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>   | There are a few minor naming errors in the ebook reader.   | In Progress                                  | Spring 2021          | This does not significantly impact a user's experience.                     | Any lingering exceptions will be avoided in our updated reader in the spring of 2021.  |

| Criteria   | Issue Description | Current Status (Open, in Progress, Deferred) | Remediation Timeline | Available Workarounds | Comments |
|--|-------------------|--|----------------------|-----------------------|----------|
| <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> |                   |  |                      |                       |          |

**Table 2: Success Criteria, Level AA**

| Criteria   | Issue Description  | Current Status (Open, in Progress, Deferred) | Remediation Timeline | Available Workarounds   | Comments  |
|--|--|--|----------------------|---|---|
| <p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Transcripts or audio descriptions are not provided for audio-only music files.         | Deferred                                     | None                 |   | We do not currently have a workflow to describe music audio in text format.   |
| <p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>              | Empty state instructions in the ebook menu do not meet the 4.5:1 color contrast ratio. | In Progress                                  | January 1, 2021      | A user can edit the stylesheet or select the text with their mouse to change the color.     | All issues are being updated to meet the 4.5:1 color contrast ratio.  |
| <p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p> <p>Revised Section 508 – Does not apply</p>   | Search result status messages are not presented to the user without focus.             | In Progress                                  | January 1, 2021      | A non-sighted user will need to move focus to the search result text to hear it read aloud. | We are placing a `role` on the search results so they are read aloud (while using a screen reader) right after the user hits “enter” to search. |