# Schedule 3

# Vendor Product Accessibility Statement and Documentation

## Purpose of Accessibility Statement

An effective Accessibility Statement includes several key components including:

* A clear statement of commitment to ensuring equal access for all users
* Required written documentation on the level of conformance with THEC/TBR accessibility standards
* Information for users with disabilities regarding product/service accessibility features and gaps
* A mechanism to allows users to provide accessibility feedback
* Links to resources (internal or external) that provide additional or related information

## Key Components

### Commitment Statement

* Emphasize commitment to ensuring the accessibility of the product/service.
* Note any ongoing efforts to monitor for and remediate accessibility issues as they are identified.

Elsevier’s accessibility policy can be found here:  
[**https://www.elsevier.com/about/company-information/policies/accessibility**](https://www.elsevier.com/about/company-information/policies/accessibility)

**Elsevier’s minimum standard for all products is level A WCAG 2.0 as well as the U.S 508 Guidelines.  
Current product redesigns including HESI iNET 2.0 are targeting level AA WCAG 2.0.**

### Required Documentation

1. Provide written documentation on
   1. how the product/service meets the THEC/TBR accessibility standards,
      1. [WCAG 2.0 A&AA Guidelines](https://www.w3.org/TR/WCAG20/)/[ISO/IEC 40500:2012](http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=58625)
      2. [508](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh) Voluntary Product Accessibility Template ([VPAT](http://www.itic.org/dotAsset/5644ecd2-5024-417f-bc23-a52650f47ef8.doc))
      3. And [EPUB3 Accessibility Guidelines](http://www.idpf.org/accessibility/guidelines/) (if applicable)

**Product VPATs are available on HESI’s accessibility policy page here: A full accessibility feature list is provided in HESI iNET’s product support page here:**

[**https://service.elsevier.com/app/answers/detail/a\_id/12901/kw/accessibility/supporthub/hesi/**](https://service.elsevier.com/app/answers/detail/a_id/12901/kw/accessibility/supporthub/hesi/)

* 1. any available accessibility testing results
     1. List any third-party agencies with whom you have worked to evaluate accessibility support
     2. Describe any formal testing process you use to determine accessibility support
     3. Indicate if you conduct user testing with persons with disabilities to verify accessibility support
  2. and include the [Conformance and Remediation](https://www.tbr.edu/sites/tbr.edu/files/media/2016/02/Conformance%20and%20Remediation%20Form.docx) Form when standards conformance is not fully achieved to demonstrate vendor’s planned roadmap to full conformance.

1. Provide links to any other internal accessibility documentation (e.g., accessibility information within general product documentation, FAQs, best practices, tutorials, case studies, or white papers).
   1. Note any other best practices or guidelines utilized during design and development (if applicable).

**A full accessibility feature list is provided in HESI’s accessibility policy page here:**

[**https://service.elsevier.com/app/answers/detail/a\_id/12901/kw/accessibility/supporthub/hesi/**](https://service.elsevier.com/app/answers/detail/a_id/12901/kw/accessibility/supporthub/hesi/)

### Product Usage Information for Users with Disabilities

* Describe any product features that may improve accessibility for users with disabilities including:
  + Accessibility-specific features (e.g. the ability to adjust font size and color/contrast settings for text or the availability of closed captions for videos)
  + General product features that may especially benefit users with disabilities (e.g. an ‘HTML 5’ mode optimized for mobile platforms that also improves keyboard-only navigation).

**A full accessibility feature list is provided in HESI’s accessibility policy page here:**

[**https://service.elsevier.com/app/answers/detail/a\_id/12901/kw/accessibility/supporthub/hesi**](https://service.elsevier.com/app/answers/detail/a_id/12901/kw/accessibility/supporthub/hesi)

* Describe any high-impact product accessibility gaps along with suggested interim workarounds that allow users to complete key tasks until the gaps are resolved. For example, if a technical support website isn’t compatible with screen readers used by the blind, appropriate interim workarounds might include:
  + Alternative business processes that bypass the accessibility barrier (e.g. providing phone-based support until the web-based support site is accessible)
  + Use of a third-party product to replace or supplement inaccessible product functions (e.g. indicating that users may submit or check the status of technical support tickets via email).
* Describe accessibility features provided by your communication channels (e.g. a deaf or hard-of-hearing user may contact you via a TTY line or access support personnel familiar with telephone relay services).
* Accessibility gaps are identified in the remediation table.

### Feedback Mechanism

* Indicate whether you have specific resources devoted to handling accessibility questions/concerns and provide the contact information for these resources.

**Elsevier has an accessibility team that can answer detailed questions about accessibility and are familiar with how assistive technology users use the web.**

* Provide a specific mechanism for users to contact in order to:
  + Request accessibility-related assistance
  + Report accessibility problems
  + Request information in accessible alternate formats

**Customers can email** [**accessibility@elsevier.com**](mailto:accessibility@elsevier.com) **for specific questions around product accessibility.**

## Implementation Recommendations

### Ensure that the Accessibility Statement is Easily Located on Company Website.

* Provide a hyperlink that points to the Accessibility Statement and meets the following criteria:
  + Descriptive (e.g. ‘Accessibility’ or ‘Disability Access’)
  + Prominently positioned (e.g. on the landing page, help/support page, and/or site map)
  + Easily identified (e.g. adequate text size and color/contrast, not the last link in a complex page)

**Elsevier’s company accessibility policy is located at:**

* + - [**https://www.elsevier.com/about/company-information/policies/accessibility**](https://www.elsevier.com/about/company-information/policies/accessibility)

**HESI’s accessibility policy with feature set is located at:**

* + - [**https://service.elsevier.com/app/answers/detail/a\_id/12901/kw/accessibility/supporthub/hesi/**](https://service.elsevier.com/app/answers/detail/a_id/12901/kw/accessibility/supporthub/hesi/)

### Keep the Information in the Accessibility Statement and Documentation Current.

* Since accessibility support changes over time due to product updates, accessibility evaluations, and remediation activities, regularly review and update the Accessibility Statement so it remains up-to-date.
* Include a revision date for the Accessibility Statement so end users know whether the information is current.
* The HESI accessibility page provides dates on when the statement was last updated as well as the dates of last update for all VPATs.

# Schedule 4

# Accessibility Conformance and Remediation Form

## Instructions

This form serves as means for auditors and vendors to document accessibility gaps associated with AIMT products and to indicate plans for addressing these gaps in the future.

We ask that you complete the **form** provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for the product Including the following:
   * Gaps identified from the WCAG 2.0 A & AA guidelines, Voluntary Product Accessibility Template (VPAT) and EPUB3 Accessibility Guidelines (if applicable)
   * Gaps identified in other product support documentation
   * Gaps identified by a third-party accessibility evaluation report (if available)
3. **Current Status:** Enter one of the following values:
   * Open: The issue has not yet been resolved
   * Closed: The issue has already been resolved
   * I/P: The issue is currently under investigation
   * Other
4. **Disposition:** Enter one of the following values:
   * Planned: The issue will be resolved
   * Deferred: The issue will not be resolved
   * I/P: The issue is currently under investigation
   * Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds (for vendor only)**: Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation.
7. **Comments (optional)**: Provide details/description regarding the issue
8. **Additional Information (optional)**: Provide any additional discussion regarding accessibility plans

## Vendor/Product Information

| Vendor Name | Elsevier Inc |
| --- | --- |
| Product Name | HESI iNET Testing |
| Product Version | Version 1.0 |
| Completion Date | 10 December 2016 |
| Contact Name/Title | Tarana Foster/Product Manager |
| Contact Email/Phone | [Ta.foster@elsevier.com](mailto:Ta.foster@elsevier.com) |

## Specific Issues

| Issue Description | Current Status (Open, Closed, I/P) | Disposition (Planned, Deferred, I/P) | Remediation Timeline as of 2017\* | Available Workarounds | Comments |
| --- | --- | --- | --- | --- | --- |
| Example:  Images on the landing page lack equivalent alternate text | Open | Planned | Q3, 2015 release (v1.2) |  | Functional images will receive descriptive alternate text; decorative images will receive null alternate text. |
| Alt text for content images including tables | Open | Other | Q1, 2018 HESI 2.0 |  | HESI 2.0 is a platform overhaul which will have a better user experience and include WCAG 2.0 AA compliance |
| Video player that has labelled and keyboard friendly controls | “ | “ | “ |  | “ |
| Add closed-captions to the content videos. | “ | “ | “ |  | “ |
| Add an alternative to the visual video (text screenplay or audio description track). | “ | “ | “ |  | “ |
| Add keyboard functionality to the various controls and UI elements that are currently missing keyboard operability. | “ | “ | “ |  | “ |
| The calculator buttons need to communicate their state to assistive technology. | “ | “ | “ |  | “ |
| The drag and drop buttons need to communicate their state to assistive technology. | “ | “ | “ |  | “ |
| Calculator screen reader friendly labels | “ | “ | “ |  | “ |
| Provide an accessible alternative to drag and drop | “ | “ | “ |  | “ |
| Add an obvious visible keyboard focus state | “ | “ | “ |  | “ |
| Add notice to users for what fields are required | “ | “ | “ |  | “ |
| Tag all form field labels with a <label> | “ | “ | “ |  | “ |
| Use proper heading structure | “ | “ | “ |  | “ |
| Order the page content in the DOM to match the visual representation of content | “ | “ | “ |  | “ |
| Ease the browser restrictions to allow for browser zoom and CSS deactivation. | “ | “ | “ |  | “ |
| Add a visible skip navigation link | “ | “ | “ |  | “ |
| Provide a default page language to all pages (e.g. lang="en") | “ | “ | “ |  | “ |

Additional Information: **As Elsevier’s products and platforms are in perpetual development and maintenance, timelines for features and functionality are fluid and apt to change without notice.  In this particular instance, Remediation Timeline provided is strictly for guidance and discussion purposes only, is subject to change without notice, and is not a commitment by Elsevier to provide the identified feature/functionality on the identified date.  Where features and functionality are required by the customer and have been determined to be of appropriate priority, Elsevier will work with the Customer to more accurately define the need and schedule the availability within the product.**