

ProQuest Accessibility Conformance Report

VPAT® Version 2.0 – June 2019

Name of Product/Version: ProQuest CultureGrams / February 2019 release

Date: June 27, 2019

Contact information: email.technicalsupport@proquest.com

Notes: ProQuest is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with web accessibility guidelines. Due to the scale and complex nature of CultureGrams (referred to in this document as “CultureGrams” or “this product”) and its content and services, this is an ongoing effort. We appreciate your feedback.

Evaluation methods used:

CultureGrams code is checked for accessibility using a range of visual, automated, and manual checks. For example, colors used throughout the interface have been tested against the World Wide Web Consortium's (W3C) standards for luminosity contrast, color difference, and brightness difference. Other tools used to test accessibility include:

- NVDA with Firefox
- WAVE (web accessibility evaluation tool) provided by WebAIM
- Color Contrast Analyzer provided by WebAIM
- Manual keyboard checks

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guideline:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Section 508 as published in 2017, at http://www.Section508.gov	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	No

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only with WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports with exceptions</p>	<p>CultureGrams is designed to support alternative access to non-text content wherever possible.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • In the slideshow section, elements are missing alt attributes. Text summaries for the slideshows that describe the slideshows are accessible, however. • Most icons are formatted as a font and do not have alternate text. However, they are presented with related labels in the HTML. One exception is the “play” button on certain media files, which has no text or alternative label. In this case, an alternative and accessible mode of accessing this audio content is available (a “download mp3” button). <p>Compliance of this standard was validated with NVDA on Firefox (version 57.0) on Windows 7.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) 	<p>Supports with exceptions</p>	<p>CultureGrams has rare instances of audio-only content and no video-only content. The audio-only content includes audio clips of country names, which have clear text alternatives on the page</p> <p>Exception:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • The national anthems for countries do not have alternative information that describe the music but are labeled properly with text labels.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Videos in CultureGrams have closed captions.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) 	Does not support	Videos in CultureGrams do not have audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The site employs the following:</p> <ul style="list-style-type: none"> • Markup for lists & headings • CSS to control the visual presentation of text • Correct use of semantic markup (header, section, etc.) <p>Compliance of this standard was validated by WAVE (web accessibility evaluation tool) provided by WebAIM and manual visual checks.</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508	Supports	<p>Content is ordered in a meaningful sequence, even when page styling is turned off.</p> <p>Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and WAVE.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Instructions provided do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, descriptive text and labels are used.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen.</p> <p>Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Compliance of this standard was validated using manual visual checks and WAVE.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	CultureGrams videos have independent audio controls and pause/play controls.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with exceptions	<p>User can navigate the product entirely using keyboard.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • The comparison table tool is not designed for keyboard input. While comparison reports can be generated for countries that are adjacent to each other in the list, country and data selection functionality is limited. • The main country/state/province dropdown menu is not navigable by keyboard on Windows devices. <p>These exceptions will be addressed in the near future. (See attached “Accessibility Roadmap”)</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	Focus can be moved to and away from components using only a keyboard.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Compliance of this standard was validated using manual keyboard checks.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>This site does not require timed responses.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) 	Supports	<p>There is no moving, blinking, scrolling, or auto-updating content on the site.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>This product does not use flashing or blinking elements in the user interface.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Supports with exceptions	<p>CultureGrams has a skip navigation link that lets users bypass the header navigation elements.</p> <p>Exceptions:</p> <p>There are no skip navigation links to bypass:</p> <ul style="list-style-type: none"> • Maps on the country/state/province selection pages • the sub-navigation categories on country/state/province pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		These will be added in the near future. (See attached “Accessibility Roadmap”)
<p><u>2.4.2 Page Titled</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Page titles reflect subject matter and purpose of pages.
<p><u>2.4.3 Focus Order</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	Page elements and functionality are placed in an order that follows the sequences and relationships in the content. Compliance of this standard was validated using manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Meaningful link text has been used throughout CultureGrams. Where link text could be considered ambiguous, we have provided title attribute text with additional information.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	<p>The language of the site (English) has been specified in the HTML.</p> <p>Compliance of this standard was validated using WAVE.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.29 (Web) 10.2.29 (non-web document) 11.2.1.29 (Software) 11.2.2.29 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Context is not changed on focus alone.</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.30 (Web) 10.2.30 (non-web document) 11.2.1.30 (Software) 11.2.2.30 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Context is not changed automatically – appropriate controls are provided.</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Error messages are provided on forms within CultureGrams.
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Forms or input areas have corresponding text labels that provide instruction to the user about the purpose of the control.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	Pages conform to HTML web standards.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Compliance of this standard was validated using WAVE and developer tools.</p>
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Pages conform to HTML web standards, so the name and role of all UI components can be determined.</p> <p>Accessible code necessary for screen readers are associated with form elements.</p> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	CultureGrams does not contain live audio or video content.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not support	Videos in CultureGrams do not have audio descriptions.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports with exceptions	Most text throughout CultureGrams meets the recommended color contrast ratio.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>In addition, CSS style sheets can be switched off or overridden by user preferences.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • The text/background in the navigation area in the header for Kids and States edition does not meet minimum contrast standards for WCAG AA. <p>This will be fixed in the near future. (See attached “Accessibility Roadmap”)</p> <p>Compliance of this standard was validated using WAVE and WebAIM’s color contrast checker.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Text throughout CultureGrams can be resized without assistive technology up to 200% without loss of content or functionality.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p>	Supports with Exceptions	HTML/CSS is used to represent visual presentation whenever possible.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>In the data, full text content is presented as text wherever available.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • Infographics do not have text-based or accessible alternatives <p>This standard was evaluated using manual visual checks.</p> <p>This will be addressed in the near future. (See attached “Accessibility Roadmap”)</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>More than one way is available to locate the main pages of the site.</p> <p>For instance, links to the main pages of the site are available on every page through global navigation links. All main pages of the site provide a search form, so users can access content.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Descriptive headings and labels have been used throughout the interface.</p> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The site has been implemented to support the default focus indicator for the device being used.</p> <p>In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them.</p> <p>For instance, on mouse hover, links are underlined. On tab focus, links are underlined and display an outline.</p> <p>This standard was evaluated using manual visual and keyboard checks.</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports with exceptions	CultureGrams is primarily an English language product, but often features vocabulary from other languages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Exceptions:</p> <ul style="list-style-type: none"> • Foreign language vocabulary is not specified with code, though the English language content surrounding the vocabulary defines the meaning of the word and the language of origin.
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>The primary site navigation links appear in the same place and the same order on every page of the site.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.32 (Web) 	Supports	Care has been taken to identify components with the same functionality consistently throughout the site.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		<p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Suggestions for error correction are made when applicable.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.36 (Web) • 10.2.36 (non-web document) 	<p>Not Applicable</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does not support	CultureGrams does feature sign language interpretation.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Does not support	CultureGrams videos do not contain audio descriptions.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Supports	CultureGrams videos have easily accessible transcripts.
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply	Not Applicable	CultureGrams does not contain live audio content.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
<p><u>1.4.6 Contrast Enhanced</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Does Not Support	<p>While the majority of text in the interface meets the contrast ratio of 7.1, not all text and images of text have a contrast ratio of at least 7:1.</p> <p>This standard was evaluated using WAVE and WebAIM’s color contrast checker.</p>
<p><u>1.4.7 Low or No Background Audio</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports with exceptions	CultureGrams videos contain background audio.
<p><u>1.4.8 Visual Presentation</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports	<p>The site does not interfere with the user’s ability to change foreground and background colors; justify text; or change line spacing using the browser settings.</p> <p>The site is responsive, so users can change the width to ensure there are no more than 80 characters per line.</p> <p>Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.</p> <p>This standard was evaluated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Does Not Support	<p>Infographics do not have text-based or accessible alternatives</p> <p>This will be addressed in the near future. (See attached “Accessibility Roadmap”)</p>
<p>2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Does Not Support	See response for 2.1.1
<p>2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports	<p>The site does not require timed responses.</p> <p>There is a time limit to the user’s session, however the user is alerted when the time limit is approaching and can extend their session if required.</p> <p>Compliance of this standard was validated using manual visual checks and JAWS with Chrome.</p>
<p>2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Applicable	
<p>2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Does Not Support	<p>When an authenticated session expires, a new session begins when the user re-authenticates.</p> <p>This standard was evaluated using manual visual checks.</p>
<p>2.3.2 Three Flashes (Level AAA) Also applies to:</p>	Supports	This product does not use flashing or blinking elements in the user interface.

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>		<p>Compliance of this standard was validated using manual visual checks.</p>
<p>2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Supports</p>	<p>There is an indication of the users location via a breadcrumb indicator.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p>2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Supports</p>	<p>Link text is provided that describes the purpose of the link. In some cases, the link text has been supplemented with additional information in the title attribute or hidden text within the link (e.g., links which open in a new browser window).</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p>2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Supports with Exceptions</p>	<p>Descriptive headings and labels have been used throughout the interface.</p> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>
<p>3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Does Not Support</p>	
<p>3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply</p>	<p>Does Not Support</p>	

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
<p><u>3.1.5 Reading Level</u> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Does not support	
<p><u>3.1.6 Pronunciation</u> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports	All main country/state/province pages have a text-to-speech option for hearing proper pronunciation of words.
<p><u>3.2.5 Change on Request</u> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports	<p>Forms are not submitted automatically; appropriate controls are provided. Pop-up layers are not launched automatically; appropriate controls are provided. Users must select / click on links.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>3.3.5 Help</u> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports	<p>A link to our FAQ and Contact Us options are available on every page.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><u>3.3.6 Error Prevention (All)</u> (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Supports	<p>Checked and reversible: All forms are validated for input errors and opportunities for correction are given.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

2019 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	<p>CultureGrams is designed for keyboard access. Product functions are available and executable from a keyboard. All input boxes and forms can be tabbed into.</p> <p>Exceptions:</p> <ul style="list-style-type: none">• The comparison table tool is not designed for keyboard input. While comparison reports can be generated for countries that are adjacent to each other in the list, country and data selection functionality is limited.• The main country/state/province dropdown menu is not navigable by keyboard on Windows devices. <p>These exceptions will be addressed in the near future. (See attached “Accessibility Roadmap”)</p> <p>Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.</p>
302.2 With Limited Vision	Supports with Exceptions	This product is coded to work with screen readers and other assistive technologies. In

Criteria	Conformance Level	Remarks and Explanations
		<p>addition, text size can be adjusted through standard browser functionality.</p> <p>Exceptions (Same as 302.1)</p> <ul style="list-style-type: none"> • The comparison table tool is not designed for keyboard input. While comparison reports can be generated for countries that are adjacent to each other in the list, country and data selection functionality is limited. • The main country/state/province dropdown menu is not navigable by keyboard on Windows devices. <p>These exceptions will be addressed in the near future. (See attached “Accessibility Roadmap”)</p> <p>Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.</p>
302.3 Without Perception of Color	Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>If needed, the product’s CSS can be overridden using the browser.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	Videos in CultureGrams have closed captions. Other audio-based features are described with a text alternative.
302.5 With Limited Hearing	Supports	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>Videos in CultureGrams have closed captions</p> <p>This standard was evaluated using manual visual checks.</p>
302.6 Without Speech	Supports	<p>User speech is not required to use the product.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
302.7 With Limited Manipulation	Supports	<p>All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.</p> <p>Compliance of this standard was validated using manual keyboard and visual checks.</p>
302.8 With Limited Reach and Strength	Supports	<p>At least one mode of operation that is operable with limited reach and limited strength.</p> <p>For example:</p> <ul style="list-style-type: none"> • The product can be used using keyboard-only. • All active elements can receive keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> The focus order of form fields is presented in a logical order. <p>Compliance of this standard was validated using manual keyboard and visual checks.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exceptions	<p>The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>For example:</p> <ul style="list-style-type: none"> Form fields are presented in a standard, consistent way across the product. Form elements are properly labeled. <p>Exceptions:</p> <ul style="list-style-type: none"> Accessible labels are missing from the search input elements, though the main search form has descriptive text that is readable by screen readers. <p>Compliance of this standard was validated using manual visual checks.</p>

Chapter 4: Hardware

Notes: This section is not applicable to this web product and has been removed.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	This product does not interfere with accessibility features that are available through the user’s operating system or browser. For example, users can use high contrast mode, text resize, and speech output.
502.2.2 No Disruption of Accessibility Features	Supports	This product does not interfere with accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Label / ids and other accessible code necessary for screen readers are associated with all form elements. Compliance of this standard was validated using WAVE and manual visual checks.
502.3.2 Modification of Object Information	Supports	Pages conform to HTML web standards, so the name and role of all UI components can be determined. Label / ids and other accessible code necessary for screen readers are associated with all form elements.

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated using WAVE and manual visual checks.
502.3.3 Row, Column, and Headers	Supports	<p>Data tables are part of the Comparison Table feature in the Graphs and Tables sections. Tables, rows, and headings are labeled with proper semantic HTML and can be identified properly with screen readers.</p> <p>This standard was evaluated using manual visual checks.</p>
502.3.4 Values	Supports	User selectable values for radio buttons, checkboxes, and input forms can be programmatically determined.
502.3.5 Modification of Values	Supports	User selectable values for radio buttons, checkboxes, and input forms can be programmatically set.
502.3.6 Label Relationships	Supports	<p>Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
502.3.7 Hierarchical Relationships		Hierarchical (parent-child) relationships are programmatically determinable. For example,

Criteria	Conformance Level	Remarks and Explanations
		<p>when tabbing to a dropdown, assistive technology will announce how many items it contains.</p> <p>Compliance of this standard was validated using a screen reader and manual checks.</p>
502.3.8 Text		<p>Standard HTML code is used for displaying text on the screen used. Text styling is controlled through cascading style sheets.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
502.3.9 Modification of Text		<p>The product is primarily static text; it does not allow users to set attributes of the text. Users are able to insert text into search fields and forms. This text can be modified using assistive technology.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
502.3.10 List of Actions	Does not support	A list of executable actions is not provided.
502.3.11 Actions on Objects	Does not support	While objects may be manipulated programmatically, a list of executable actions, per the note in 502.3.10, is not provided.
502.3.12 Focus Cursor	Supports	The site has been implemented to support the default focus indicator for the device being used.

Criteria	Conformance Level	Remarks and Explanations
		<p>In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them.</p> <p>For instance, on mouse hover, links are underlined. On tab focus, links are underlined and display an outline.</p> <p>This standard was evaluated using keyboard and manual visual checks.</p>
502.3.13 Modification of Focus Cursor	Supports	<p>Users are able to modify the location of focus (for user focusable controls), the text insertion point (caret) (when a caret exists), and change selection attributes of objects (when text and items can be selected by the user).</p> <p>This standard was evaluated using keyboard and manual visual checks.</p>
502.3.14 Event Notification	Does not support	<p>CultureGrams does not have event notifications upon changes initiated by the user.</p> <p>This standard was evaluated using manual visual checks.</p>
502.4 Platform Accessibility Features	Not applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Supports	<p>The CSS style sheet can be overridden in the product using the browser settings.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
503.3 Alternative User Interfaces	Not applicable	<p>This product does not provide alternative user interfaces that function as assistive technology.</p> <p>This standard was evaluated using manual visual checks.</p>
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Caption controls are accessible at the level of the volume controls.
503.4.2 Audio Description Controls	Does not support	CultureGrams videos do not have audio descriptions.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Not applicable
504.2.2 PDF Export	Not applicable	Not applicable

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts	Not applicable	Not applicable
504.4 Templates	Not applicable	Not applicable

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not support	An Accessibility information statement is available on ProQuest’s website but not within CultureGrams. This will be addressed in the near future (See attached “Accessibility Roadmap”)
602.3 Electronic Support Documentation	See WCAG 2.0 section	The links to the FAQ and Contact Us options are included on every page in the footer. Compliance of this standard was validated using a screen reader and manual keyboard checks.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product support documentation is provided online through the product’s help system and through the Support Center area of the ProQuest’s corporate site. This documentation can be accessed online or printed. End-users can also contact customer

Criteria	Conformance Level	Remarks and Explanations
		<p>support (by phone, email, chat, or through the Contact Us web form) to request any further help.</p> <p>If alternative formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional charge. These formats may include ASCII text, large print, and accessible electronic formats.</p>
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Does not support	<p>An Accessibility information statement is available on ProQuest’s website but not within CultureGrams.</p> <p>This will be addressed in the near future (See attached “Accessibility Roadmap”)</p>
603.3 Accommodation of Communication Needs	Supports	<p>Support services are available to accommodate the communication needs of end users with disabilities.</p> <p>Users can communicate with customer support via:</p> <ul style="list-style-type: none"> • Phone • Email • Chat • Contact Us web form <p>Support services have experience working with end users with disabilities.</p>

EN 301 549 Report

Notes: This report covers the degree of conformance for Web Content Accessibility Guidelines 2.0 and Section 508 as published in 2017. Therefore, tables and other details in this section have been removed.

Legal Disclaimer (Company)

This VPAT represents the specific release of the product described, as of the date of this document. Notwithstanding the information contained in the VPAT, if use of the product is subject to a license agreement, the terms and conditions of the product's license agreement remain in full force and effect, including any limitation of liability and disclaimer of warranties provisions.

Accessibility Roadmap for CultureGrams

Issue	Estimated date of remediation	Comments
<p>Some areas are not usable by keyboard only.</p> <ol style="list-style-type: none"> The comparison table tool is not designed for keyboard input. While comparison reports can be generated for countries that are adjacent to each other in the list, country and data selection functionality is limited. The main country/state/province dropdown menu is not navigable by keyboard on Windows devices. <p>Related Criteria: 2.1.1, 302.1</p>	End of 2019	<ol style="list-style-type: none"> The comparison tool will be modified to allow for selection via checkbox, so keyboard navigation is possible. This issue is affecting Windows devices. Upon remediation, pressing “down” will open the menu instead of automatically selecting the next option.
<p>There is no message for users that have their Javascript turned off indicating that the site will not work properly unless it is enabled</p>	End of 2019	<p>Message will be provided to users with Javascript disabled with information about what aspects of the product will be affected.</p>
<p>There are no skip navigation links to bypass:</p> <ul style="list-style-type: none"> Maps on the country/state/province selection pages The sub-navigation categories on country/state/province pages. <p>Related Criteria: 2.4.1</p>	End of 2019	<ul style="list-style-type: none"> Skip links will be added so the user can bypass the maps and reach the content. Skip links will also be added to country/state pages so users can skip the left navigation column and reach the core content more quickly.
<p>Infographics do not have text-based or accessible alternatives</p> <p>Related Criteria: 1.4.5, 1.4.9</p>	End of 2019	<p>We are investigating this issue and will present an accessible alternative to this content. This may be in the form of an accessible PDF or text format.</p>
<p>The text/background in the navigation area in the header for Kids and States edition does not meet minimum contrast standards for WCAG AA.</p> <p>Related Criteria: 1.4.3</p>	End of 2019	<p>Colors will be modified in these areas to meet or exceed minimum WCAG AA standards.</p>
<p>An Accessibility information statement is available on ProQuest’s website but not within CultureGrams.</p> <p>Related Criteria: 602.2, 603.2</p>	End of 2019	<p>A link to CultureGrams’ accessibility statement will be included in the product footer.</p>