

W. W. Norton & Company Accessibility Conformance Report

WCAG and Revised Section 508 Edition

(Based on VPAT® Version 2.4)

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 right within the Norton Ebook platform.

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Notes: This version supersedes Version 2.3 of this report.

Evaluation Methods Used: Testing the Norton Ebook Reader involved the extensive use of leading assistive technologies such as JAWS and NVDA as well as the exclusive use of the keyboard. Testing also included the manual inspection of Accessibility API output.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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.
- **Partially Supports:** 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 in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- 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 2.1 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><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with exceptions	Web: All controls and navigation elements have text alternatives. While most images have text alternatives, images of musical notation may not have a complete text alternative (not all notes and rhythmic values are stated).
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with exceptions	Web: Audio-only files that play music do not have a text equivalent.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: All videos contain synchronized closed captions.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with exceptions	Web: It is a company best practice to narrate all visual components of a video (text on-screen, animations, etc.).
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Headings and navigation landmarks give structure to the page. Semantic markup is appropriately used for native elements.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Content is ordered in a meaningful sequence and can be determined programmatically.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	Web: Supports	Web: Instructions do not rely upon shape, size, visual location, or sound.

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>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Audio does not play automatically.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with exceptions	Web: In addition to HTML5 sectioning elements and headings, content can be accessed by searching within an eBook, accessing the Table of Contents, and Page Bookmarks. Users are unable to save Notes using the keyboard alone. We will be adding this feature in our updated reader in the spring of 2021.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Keyboard focus is never locked or trapped at one particular page element.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports with exceptions	Web: The reader includes one keyboard shortcut that cannot be turned off by the user. We will be removing this shortcut in our updated reader in the spring of 2021.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The reader does not have a time limit.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The reader does not contain automatically moving, blinking, or scrolling content that lasts longer than five seconds.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The reader does not contain flashing content.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised 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 	Web: Supports	Web: A “skip to content” link, headings, and navigation landmarks are implemented for navigation.
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Each page has a descriptive and informative page title.
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The navigation order of focusable components (links, form elements, etc.) is logical and intuitive.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The purpose of most links can be determined from the link text alone, or from the link text and its context (e.g., surrounding text, list item, table cell, or table headers).
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: The reader does not use multipoint or path-based gestures for operation.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: All buttons are activated on the up event.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: Components with visual text are programmatically named with the visual text.
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: The reader does not include functionality that is activated by motion.

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The language of each page is identified using the HTML lang attribute.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: When a page element receives focus, it does not result in a substantial change to the page that could confuse or disorient the user.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could confuse or disorient the user.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Support	Web: If an input error is automatically detected, the item is identified and the error is described to the user in text.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Sufficient labels, cues, and instructions are available for interactive elements.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with exceptions	Web: Significant HTML validation parsing errors are avoided by using code linters for accessibility. All parsing errors will be avoided in our updated reader in the spring of 2021.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with exceptions	Web: Native, semantic elements are used to facilitate accessibility. The reader provides operation and state information to assistive technology throughout the interface according to the WAI-ARIA spec. Any lingering exceptions will be avoided in our updated reader in the spring of 2021.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Web: The reader does not include live audio content.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with exceptions.	Web: Transcripts are available for most audio-only files. Transcripts or audio descriptions are not provided for audio-only music files.
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: View and operation are not restricted to a single display orientation.
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: The purpose of each input field can be programmatically determined.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports with exceptions	Web: Almost all active text and images of text have a contrast ratio of at least 4.5:1. Empty state instructions in the ebook menu do not meet this color contrast ratio. We are working to improve the color contrast of these elements by Jan. 1, 2021.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The page is readable and functional when the page is zoomed to 200%.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: If the same visual presentation can be made using text alone, an image is not used to present text.
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: Content reflows without requiring scrolling in two directions.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: Active user interface components have at least 3:1 color contrast ratio.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: There is no loss of content or functionality by increasing text spacing.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: Content, on hover or focus, is dismissable (without moving the pointer or focus) and persistent (content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid).
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised 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 	Web: Supports	Web: The user can access content by searching within an ebook and accessing the table of contents and page bookmarks.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Headings and informative labels are provided for each page and control in the reader.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: A focus indicator is visible on all interactive elements.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The language of page content is identified using the lang attribute
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised 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 	Web: Supports	Web: Navigation links that are repeated on web pages do not change order across pages.

Criteria	Conformance Level	Remarks and Explanations
non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: Revised 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 	Web: Supports	Web: Elements that have the same functionality across the reader are consistently identified.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Data entered by the user is checked for input errors and, if incorrect, the user is provided an opportunity to correct them.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports with exceptions	Web: Most messages are presented to the user without receiving focus. Search result status messages are not presented to the user without focus. We are working to fix the search results status message by Jan. 1, 2021.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports with exceptions	
302.5 With Limited Hearing	Supports with exceptions	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

Chapter 6: [Support Documentation and Services](#)

Notes: contact the accessibility team at accessibility@wnorton.com for documentation or support services.