

Oxford University Press Accessibility Conformance Report

Based on Voluntary Product Accessibility Template® (VPAT®)¹

VPAT Version 2.0 Beta 2

Name of Product: OUP Oxford Reference

Date: 06 July 2018

Contact information:

Notes:

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 <input checked="" type="checkbox"/> Level AA <input checked="" type="checkbox"/> Level AAA <input type="checkbox"/>
Section 508 as published in 2017, at http://www.Section508.gov	<input type="checkbox"/>
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	<input type="checkbox"/>

Table Information

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product with regard to the criteria and the third column contains any additional remarks and explanations regarding the product.

- By default the table information is showing. This information can be hidden by clicking “Click to show or hide table data”. This allows users to hide information so they see only the sections they need.
- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

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 criteria without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criteria.
- **Does Not Support:** Majority of functionality of the product does not meet the criteria.
- **Not Applicable:** The criteria are not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criteria. This can be used only with WCAG 2.0 Level AAA.

WCAG 2.0 Report -

Click to show or hide WCAG table data (section headings will remain)

Tables 1 and 2 also documents 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).

Table 4 documents the WCAG conformance statements:

- WCAG
- EN 304 549: Chapter 9 - Web

Table 1: Conformance Criteria, Level A - *Click to show or hide table data*

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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Does not support</p>	<p>Fieldset’s tags (<fieldset>) are used to group related form fields, for example, multiple answers to a question. The first element within a fieldset should be a legend tag (<legend>). The legend provides a label for the fieldset group. If fieldset are missing or used inappropriately, for example a fieldset without a corresponding legend, then screen readers will not easily be able to understand the grouping.</p> <p>When the website was tested, it was found that there are fieldset that are missing a legend; an example of this can be viewed on the 'Oxford Index Browse' page. This issue is present on multiple webpages tested.</p> <p>All images must contain a valid alternative text to allow screen readers to hear the description of the image. If an item is used for decoration, a null alt attribute should be included (alt=""), to hide the items from Screen Reading software. It will cause less confusion, while</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>making the website more usable and accessible as a result.</p> <p>Furthermore, an image with a null ALT attribute should not have a TITLE or ARIA label attributes, as it can impact on screen reader users as follows:</p> <p>JAWS: Ignores all images with ALT="".</p> <p>NVDA: Reads some images with ALT="" and a TITLE or ARIA label.</p> <p>Window Eyes: Reads images with ALT="" and a TITLE or ARIA label.</p> <p>VoiceOver: Reads images with ALT="" and a TITLE or ARIA label.</p> <p>There are a number of instances where images are missing alternative text, such as the 'Geographical reference' page. This issue is present on multiple pages.</p> <p>Describing the content of images is very important to give users with a visual impairment a similar experience of a website as sighted visitors. Without a valid alternative text, Screen Reading software will use the filename of the image to try and describe the content of the image. Missing out alternative text or using a non-descriptive alternative text can cause confusion for screen reader users.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>There were a number of instances where images had non-descriptive alt text such as on the 'Encyclopedias' page and the 'Language' page. Screen reader users will not be able to understand what the images relate to. When images are used for decorative purposes, a null alt attribute should be used; however, if a null alt attribute is used where a description is required, it can be problematic for screen reader users; examples of this can be viewed on the 'Literature' page, where a screen reader user is prevented from understanding what the buttons relate to.</p> <p>Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.</p> <p>Some users will disable CSS, or apply their own style sheets to remove any background images or colours, to simplify the look of text to improve readability of the content. There are numerous form fields that do not have an associating label tag, making it difficult for certain users to understand the purpose of a field, such as on the 'Homepage and the 'Sign Up' page.</p> <p>There were multiple pages that had unlabelled form fields throughout the website.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>The search field on the website does not contain any label.</p> <p>Providing a user with a clear indication of which form fields are mandatory will improve the accuracy of form data. On entering the 'Sign Up' page, there is a form with no indication that any of the fields are mandatory, apart from a different colour being used; Some users, for instance those who are colour blind may not be able to 'see' the colour difference (See Error! Reference source not found.). There should be an indication provided informing the user which form fields need completion either with a description or by the use of an asterisk at the end of the associated form field label.</p> <p>When the form is submitted without the required fields, a cue is then provided indicating which fields are mandatory; however, the cue is relying on colour, which is not visible by everyone.</p> <p>Although mandatory fields are indicated to the user, it is only after the form has been submitted that this is conveyed to the user. This makes it more difficult for users, especially screen readers, to successfully complete forms.</p> <p>Providing a descriptive form field label will allow users to know what information to enter in a form field. There a number of instances where form labels are not correctly associated with form fields (orphaned),</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>making it difficult for certain users to understand how to complete the form.</p> <p>An example of a page that contains an orphaned form label can be seen on the 'Classical Studies' page. This issue was present on multiple pages tested.</p> <p>When adjacent links go to the same location (such as a linked product image and an adjacent linked product name that go to the same product page) this results in additional navigation and repetition for keyboard and screen reader users.</p> <p>If possible, combine the redundant links into one link and remove any redundant text or alternative text (for example, if a product image and product name are in the same link, the image can usually be given alt="").</p> <p>When testing the website, it was found that there are instances where there are links and image links present in close proximity; this can cause problems for screen reader users, examples of this can be viewed on the 'Benezit Dictionary of Asian Artists' page and the 'Dictionary of Modern and Contemporary Art' page.</p> <p>All areas of a website should be accessible to users regardless of their navigation method, whether it is via mouse, keyboard or voice. Some sections are easily accessible for a mouse user but this is not the case for a keyboard only user as can be seen on the 'A spotlight on... New Year' page, where a user cannot access the</p>

Criteria	Conformance Level	Remarks and Explanations
		'Share' link. This issue was present throughout the website.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (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) • 11.2.2.2 (Closed Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass
<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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass
<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) <p>2017 Section 508</p>	Supports	N/A

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <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	<p>Fieldset's tags (<fieldset>) are used to group related form fields, for example, multiple answers to a question. The first element within a fieldset should be a legend tag (<legend>). The legend provides a label for the fieldset group. If fieldset are missing or used inappropriately, for example a fieldset without a corresponding legend, then screen readers will not easily be able to understand the grouping.</p> <p>When the website was tested, it was found that there are fieldset that are missing a legend; an example of this can be viewed on the 'Oxford Index Browse' page. This issue is present on multiple webpages tested.</p> <p>Screen reader and other assistive technology users have the ability to navigate web pages by heading structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page.</p> <p>The 'Homepage' contains a heading structure that is missing headings at levels one, two, three and five. This can also be seen on the 'History' page.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>There are multiple pages on the website that contain an illogical heading structure.</p> <p>Screen reader and other assistive technology users have the ability to navigate web pages by structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page. There are empty headings on some pages; this may mean that screen reader users spend time looking for content that is not there.</p> <p>The 'Homepage' contains an empty heading, another example of this can be viewed on the 'Getting Started' page.</p> <p>There were empty headings on several of the pages tested throughout the website.</p> <p>Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.</p> <p>Some users will disable CSS, or apply their own style sheets to remove any background images or colours, to simplify the look of text to improve readability of the content. There are numerous form fields that do not</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>have an associating label tag, making it difficult for certain users to understand the purpose of a field, such as on the 'Homepage' and the 'Sign Up' page.</p> <p>There were multiple pages that had unlabelled form fields throughout the website.</p> <p>The search field on the website does not contain any label.</p> <p>Providing a descriptive form field label will allow users to know what information to enter in a form field. There a number of instances where form labels are not correctly associated with form fields (orphaned), making it difficult for certain users to understand how to complete the form.</p> <p>An example of a page that contains an orphaned form label can be seen on the 'Classical Studies' page. This issue was present on multiple pages tested.</p> <p>When using tables to convey data, it is important to mark-up the tables correctly to allow screen reader users to interpret the data. Column and row header mark-up should be added to data tables as they provide the necessary context that enable screen readers to understand the information.</p> <p>There is a data table present on the 'Country data table' that contains multiple row headers. When data tables have more than one level of row or column headers,</p>

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		<p>markup should be used to associate the data cells and the header cells. Including unique ID attributes in the 'th' cells and 'Header' attributes in the associated 'td' cells or including 'Scope' attributes in the 'th' cells would resolve this issue.</p> <p>When using tables to convey data it is important to mark-up the table correctly to help screen reader users better navigate and understand the content. However, when a table is used purely for layout purposes, the labelling should be removed as it can make it confusing and more difficult to use for screen readers.</p> <p>There is a table used on the 'A spotlight on... Antiquity' page that is used for page layout; the table is incorrectly marked up. The table should be marked up with role="presentation". This is also the case on the 'Contact Us' page. This issue is present on multiple pages.</p> <p>There is a frame present on the site that does not contain a descriptive title. When a screen reader user hears a list of frames, the user needs to know the purpose of each one. When frame titles are not present, screen readers look for other sources of information, such as the frame's name attribute or file name. Sometimes these other sources of information are not very helpful at all. If a frame is given a name or filename of "default.htm" (or something equally non-descriptive), there is really no way to know what each frame</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>contains, other than by having the screen reader read through the content.</p> <p>There are pages present that contain untitled frames, examples of this can be viewed on the 'À - Oxford Reference' page and the 'Take a Tour' page. There are several pages that contain this issue.</p> <p>Alternative content must also be provided for browsers that do not support frames. For example <code><iframe src='file.htm'>Alternative content</iframe></code></p> <p>Note: Shaw Trust Accessibility Services realise that the content of frames are usually provided by a third party and are very difficult to alter. However, there should be some form of labelling within the frame to display some content to users or browsers that cannot display the frames' content.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p>	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <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 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria <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 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not support	<p>Providing a user with a clear indication of which form fields are mandatory will improve the accuracy of form data. On entering the 'Sign Up' page, there is a form with no indication that any of the fields are mandatory, apart from a different colour being used; Some users, for instance those who are colour blind may not be able to 'see' the colour difference (See Error! Reference source not found.). There should be an indication provided informing the user which form fields need completion either with a description or by the use of an asterisk at the end of the associated form field label.</p> <p>When the form is submitted without the required fields, a cue is then provided indicating which fields are mandatory; however, the cue is relying on colour, which is not visible by everyone.</p> <p>Although mandatory fields are indicated to the user, it is only after the form has been submitted that this is conveyed to the user. This makes it more difficult for</p>

Criteria	Conformance Level	Remarks and Explanations
		users, especially screen readers, to successfully complete forms.
<p>1.4.2 Audio Control (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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass
<p>2.1.1 Keyboard (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) <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	<p>An Adobe Acrobat (PDF) file was encountered. In order for users to access the content contained within non-HTML documents, the documents should be accessible or have an accessible alternative.</p> <p>The PDF document 'EAA-Dec2014.PDF' had issues that prevented certain users from being able to access the content. The PDF did not contain a title, making it difficult for screen reader users to understand what the document was.</p> <p>(Please note that this is an automated test, our user testers also found that the document in question also had an ambiguous title)</p>
<p>2.1.2 No Keyboard Trap (Level A)</p>	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	N/A
<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) • 11.2.2.18 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
<p>2.3.1 Three Flashes or Below Threshold (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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass
<p>2.4.1 Bypass Blocks (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 <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 	Does not support	<p>The purpose of skip navigation is to provide a mechanism to bypass blocks of material that are repeated on multiple web pages by skipping directly to the main content of the web page. There is a skip to content link present on the site, however, it is hidden. This link should be visible and the first link that can be ‘tabbed to’ on the page. This issue is present throughout the website.</p> <p>The purpose of skip navigation is to provide a mechanism to bypass blocks of material that are repeated on multiple web pages by skipping directly to the main content of the web page. One of the first interactive items on a web page should be a link to the beginning of the main content. Activating the link sets focus beyond the repeated content to the main content of the page.</p> <p>When ‘Skip’ Navigation is present, but not functioning correctly, screen reader users have to listen to content</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>on pages visited on the website, and keyboard only users would have to tab through all the links until they arrive at the main content of the page. Ideally, the 'skip' to content link should take the user to just above the header of the main content at the top left hand side.</p> <p>There is currently a 'Jump to content link' that does not skip the user to the main content of the 'About' page, the user is taken to just above the breadcrumb trail. Another example of this can be seen on the 'Linguistics' page'. This is the case on multiple pages.</p> <p>There is a frame present on the site that does not contain a descriptive title. When a screen reader user hears a list of frames, the user needs to know the purpose of each one. When frame titles are not present, screen readers look for other sources of information, such as the frame's name attribute or file name. Sometimes these other sources of information are not very helpful at all. If a frame is given a name or filename of "default.htm" (or something equally non-descriptive), there is really no way to know what each frame contains, other than by having the screen reader read through the content.</p> <p>There are pages present that contain untitled frames, examples of this can be viewed on the 'À - Oxford Reference' page and the 'Take a Tour' page. There are several pages that contain this issue.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Alternative content must also be provided for browsers that do not support frames. For example <code><iframe src='file.htm'>Alternative content</iframe></code></p> <p>Note: Shaw Trust Accessibility Services realise that the content of frames are usually provided by a third party and are very difficult to alter. However, there should be some form of labelling within the frame to display some content to users or browsers that cannot display the frames' content.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>3.4.4 Link Purpose (In Context) (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 <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	<p>The text of a link should provide a clear description of the link and the link’s purpose. Providing descriptive link text will allow users to easily determine the function of the link and make educated decisions to click the link or not. When a link is empty, screen readers will create the text of a link from the URL. This is not always understandable by a user.</p> <p>There are empty links on the ‘Much Ado About Nothing’ page’. Another instance of this can be viewed on the ‘A spotlight on... New Year’ page. This could cause unnecessary confusion for screen reader users. This issue is present on multiple pages tested.</p>
<p>3.1.1 Language of Page (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Pass
<p>3.2.1 On Focus (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) 	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.2 On Input (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 <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	<p>When user controls are used on a page their function should be predictable, i.e. check boxes are used to select and option buttons are used to submit a completed form.</p> <p>When user controls are used for a non-standard function, the function of these controls should be advised to the user before they use the controls.</p> <p>If a user is not aware that the page has been refreshed, the user could lose focus on the page and cause them to have to tab through the entire page to get back to where they were prior to the page refresh.</p> <p>When a user lands on the 'Items per page' drop down control or the 'Sort by' dropdown box and attempts to make a selection, the page refreshes, taking the user to the start of the page without warning; this can be time consuming and disorienting for some users, especially, non-mouse users. An example of this can be viewed on the 'History' page.</p> <p>This issue is also present further down the page.</p> <p>Additionally, when a user is navigating through the webpage and lands on the 'Search across all sources</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>'search' facility, a user has to press the 'Esc' key to move away from the area, this could be problematic for some users who may not be aware of how to move away from the area.</p> <p>This issue is present on multiple pages throughout the website.</p>
<p>3.3.1 Error Identification (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass
<p>3.3.2 Labels or Instructions (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 <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	<p>Fieldset's tags (<fieldset>) are used to group related form fields, for example, multiple answers to a question. The first element within a fieldset should be a legend tag (<legend>). The legend provides a label for the fieldset group. If fieldset are missing or used inappropriately, for example a fieldset without a corresponding legend, then screen readers will not easily be able to understand the grouping.</p> <p>When the website was tested, it was found that there are fieldset that are missing a legend; an example of this</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>can be viewed on the 'Oxford Index Browse' page. This issue is present on multiple webpages tested.</p> <p>Providing a descriptive form field label will allow users to know what information to enter in a form field.</p> <p>Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.</p> <p>Some users will disable CSS, or apply their own style sheets to remove any background images or colours, to simplify the look of text to improve readability of the content. There are numerous form fields that do not have an associating label tag, making it difficult for certain users to understand the purpose of a field, such as on the 'Homepage and the 'Sign Up' page. There were multiple pages that had unlabelled form fields throughout the website. The search field on the website does not contain any label.</p> <p>Providing a user with a clear indication of which form fields are mandatory will improve the accuracy of form data. On entering the 'Sign Up' page, there is a form with no indication that any of the fields are mandatory, apart from a different colour being used; Some users, for instance those who are colour blind may not be able to 'see' the colour difference. There should be an indication provided informing the user which form fields need completion either with a description or by the use</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>of an asterisk at the end of the associated form field label.</p> <p>When the form is submitted without the required fields, a cue is then provided indicating which fields are mandatory; however, the cue is relying on colour, which is not visible by everyone.</p> <p>Although mandatory fields are indicated to the user, it is only after the form has been submitted that this is conveyed to the user. This makes it more difficult for users, especially screen readers, to successfully complete forms.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <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	<p>Duplicate ID errors are known to cause problems for assistive technologies when they are trying to interact with content. Duplicate values of type ID can be problematic for screen reader users that rely on this attribute to accurately convey relationships between different parts of content to users.</p> <p>For example, a screen reader may use ID values to identify the applicable header content for a data cell within a data table, or an input control to which a given label applies. If these values are not unique, the screen reader will be unable to programmatically determine which headers are associated with the data cell or which control is associated with which label or name.</p> <p>Some pages have markup errors and parsing errors that may impact on assistive technologies and may cause</p>

Criteria	Conformance Level	Remarks and Explanations
		screen readers to miss content. Markup errors like missing end tags mean screen readers may skip important content.
<p>4.1.2 Name, Role, Value (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) <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	<p>Fieldset's tags (<fieldset>) are used to group related form fields, for example, multiple answers to a question. The first element within a fieldset should be a legend tag (<legend>). The legend provides a label for the fieldset group. If fieldset are missing or used inappropriately, for example a fieldset without a corresponding legend, then screen readers will not easily be able to understand the grouping.</p> <p>When the website was tested, it was found that there are fieldset that are missing a legend; an example of this can be viewed on the 'Oxford Index Browse' page. This issue is present on multiple webpages tested.</p> <p>Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.</p> <p>Some users will disable CSS, or apply their own style sheets to remove any background images or colours, to simplify the look of text to improve readability of the content. There are numerous form fields that do not have an associating label tag, making it difficult for</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>certain users to understand the purpose of a field, such as on the 'Homepage. and the 'Sign Up' page.</p> <p>There were multiple pages that had unlabelled form fields throughout the website. The search field on the website does not contain any label.</p> <p>Providing a user with a clear indication of which form fields are mandatory will improve the accuracy of form data. On entering the 'Sign Up' page, there is a form with no indication that any of the fields are mandatory, apart from a different colour being used; Some users, for instance those who are colour blind may not be able to 'see' the colour difference. There should be an indication provided informing the user which form fields need completion either with a description or by the use of an asterisk at the end of the associated form field label.</p> <p>When the form is submitted without the required fields, a cue is then provided indicating which fields are mandatory; however, the cue is relying on colour, which is not visible by everyone.</p> <p>Although mandatory fields are indicated to the user, it is only after the form has been submitted that this is conveyed to the user. This makes it more difficult for users, especially screen readers, to successfully complete forms.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Providing a descriptive form field label will allow users to know what information to enter in a form field. There a number of instances where form labels are not correctly associated with form fields (orphaned), making it difficult for certain users to understand how to complete the form.</p> <p>An example of a page that contains an orphaned form label can be seen on the 'Classical Studies' page. This issue was present on multiple pages tested.</p> <p>Some pages have markup errors and parsing errors that may impact on assistive technologies and may cause screen readers to miss content. Markup errors like missing end tags mean screen readers may skip important content.</p>

Table 2: Conformance Criteria, Level AA - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	N/A

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>1.2.5 Audio Description (Prerecorded) (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 <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	N/A
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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 <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	<p>The combination of text and background colour should be set to create an easy to read website. Using colours that are similar for the background and foreground can cause blocks of text to become difficult to read. Alternative stylesheets can be used to change the appearance of the page and provide an alternative with a stronger contrast.</p> <p>If the text size is at least 18 point if not bold and 14 point if bold, the minimum colour contrast ratio should be at least 3:1, if the text is less than 18 point if not bold and less than 14 point if bold, the minimum colour contrast ratio should be at least 4.5:1.</p> <p>The 'Homepage' contains a button with the white text of 'RSS' and an orange background, this has a colour contrast ratio of 2.7:1 which falls below the minimum recommended ratio; there is also grey text of '2018'</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>against a lighter grey background that failed the minimum colour contrast test with a ratio of 2.9:1 on the same page.</p> <p>The green text 'Cookie Policy' against the light green text has a colour contrast ratio of 3.7:1 on the 'Legal Notice' page, this fails the minimum colour contrast ratio.</p> <p>The green text 'clear all' against the grey background fails the minimum colour contrast ratio on the 'Oxford Index Browse' page.</p> <p>Throughout the site there are combinations of colours that fall below the minimum contrast levels that make the text difficult to read.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	N/A

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) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.5 Multiple Ways (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 <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	Pass
<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 <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	<p>Screen reader and other assistive technology users have the ability to navigate web pages by heading structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page.</p> <p>The ‘Homepage’ contains a heading structure that is missing headings at levels one, two, three and five. This can also be seen on the ‘History’ page.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>There are multiple pages on the website that contain an illogical heading structure.</p> <p>Screen reader and other assistive technology users have the ability to navigate web pages by structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page. There are empty headings on some pages; this may mean that screen reader users spend time looking for content that is not there.</p> <p>The 'Homepage' contains an empty heading, another example of this can be viewed on the 'Getting Started' page.</p> <p>There were empty headings on several of the pages tested throughout the website.</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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass
<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 <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	Pass
<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) • 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 <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	Pass

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.3 Error Suggestion (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 <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pass
<p>3.3.4 Error Prevention (Legal, Financial, Data) (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) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	N/A

Table 3: Conformance Criteria, Level AAA - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>2017 Section 508 – Does not apply</p>	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p>1.2.9 Audio-only (Live) (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p>1.4.6 Contrast Enhanced (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p>1.4.7 Low or No Background Audio (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p>1.4.8 Visual Presentation (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p>1.4.9 Images of Text (No Exception) Control (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p>2.1.3 Keyboard (No Exception) (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Not Evaluated	
<p>2.2.3 No Timing (Level AAA)</p>	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
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	Not Evaluated	
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
3.1.4 Abbreviations (Level AAA) Also applies to:	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<u>3.1.5 Reading Level</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
<u>3.1.6 Pronunciation</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
<u>3.2.5 Change on Request</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
<u>3.3.5 Help</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
<u>3.3.6 Error Prevention (All)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	

Table 4: WCAG Conformance Requirements - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1. Conformance Level</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3 (Web) 	None	The Oxford Reference website met 13 of the 23 (57%) applicable success criteria required for level A conformance and 7 of the 9 (78%) applicable success criteria required for level AA conformance.

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) 		In order to be awarded a Level AA accreditation,100% conformance with level A success criteria and level AA must be achieved.
<u>2. Full pages</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3 (Web) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	None	No full pages fully pass an Conformance Level
<u>3. Complete processes</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3 (Web) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • E207.3 (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	None	When a Web page is one of a series of Web pages presenting a process (i.e., a sequence of steps that need to be completed in order to accomplish an activity), all Web pages in the process must conform at the specified level. Conformance is not possible at a particular level if any page in the process does not conform at that level or better. At present, not all pages in the process confirm to a particular level.
<u>4. Only Accessibility-Supported Ways of Using Technologies</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3 (Web) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	None	Content is provided in a way that is supported and compatible with assistive technology.
<u>5. Non-Interference</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3 (Web) 	None	Technology is not used in a way that is not accessibility supported

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) 		

2017 Section 508 Report -
Click to show or hide 2017 Section 508 tables (section headings will remain)

Notes:

Chapter 6: Support Documentation and Services - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See WCAG 2.0 section	
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services		
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		