Wolters Kluwer Health Accessibility Conformance Report
Revised Section 508 Edition

Name of Product/Version: CoursePoint and CoursePoint+ Enhanced

Product Description: The same trusted solution, innovation and unmatched support that you have come to expect from CoursePoint and CoursePoint+ is now enhanced with more engaging learning tools and deeper analytics to help prepare students for practice. This powerfully integrated, digital learning solution combines learning tools, case studies, virtual simulations (in the CoursePoint+ products), real-time data and the most trusted nursing education content on the market to make curriculum-wide learning more efficient and to meet students where they are in their learning. And now, it's easier than ever for instructors and students to use, giving them everything they need for course and curriculum success!

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Evaluation Methods Used: Testing CoursePoint involved a combination of manual and functional testing on desktop and mobile platforms. Level Access (Level) comprehensively tested a selection of pages representative of CoursePoint using, among other methodology, the screen reader JAWS 2019, exclusive use of the keyboard, and manual inspection of code. Level also functionally tested a set of five typical user flows with the JAWS 2019 screen reader, ZoomText screen magnifier and Dragon® NaturallySpeaking 15 speech recognition software.

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)

	(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 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- 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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product mostly presents non-text content with a text alternative that serves the equivalent purpose. A rating of Partially Supports has been given for the following reason(s): • Some image buttons, such as the calendar's Next and Previous buttons, are missing alternative text. • Some images have alternative text with incorrect text, is too verbose or describes the image, but does not describe the image purpose. • Custom controls, such as accordion buttons and the Instructor/Student switch control, do not indicate the correct role and state information. • Some content, including advertisement links, calendar controls and buttons, convey less information to screen readers. • Invisible footer content, background content, and other content intended to be hidden from all users is rendered by assistive technology.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to:	Web: Supports	Web: The product does not have pre-recorded audio-only or pre-recorded video-only content.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does Not Support	Web: The product does not provide captions for all prerecorded audio in synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product contains prerecorded video content that is mostly described sufficiently in audio. A rating of Partially Supports has been given for the following reason: • Visual multimedia content is not sufficiently described in the audio portion of the multimedia.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product's information, structure, and relationships that are conveyed through presentation can mostly be programmatically determined. A rating of Partially Supports has been given for the following reasons: • Some image buttons, such as Close buttons, are missing accessible names.

Criteria	Conformance Level	Remarks and Explanations
		- Some form fields, such as the roster search field, lack valid labels or accessible names. - Some form fields have accessible names that are not descriptive or are not written as clear labels for human users and are instead, written like source code variables. - Modal dialogs lack titles or lack descriptive titles. - Lists are not marked up properly. - Layout tables do not indicate their use for presentation and some layout tables contain structural markup. - Heading levels do not match their visual importance/level. - Some elements visually appear as headings, but do not utilize the proper markup of heading elements. - Calendar components do not include data tables to associate the day of the week and the date.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The product presents content with the correct reading sequence.
1.3.3 Sensory Characteristics (Level A)	Web: Supports	Web: The product provides instructions for understanding and operating content that do not

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		rely solely on sensory characteristics of components, such as size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product rarely uses color as the only visual means to convey information, indicate an action, prompt a response, or distinguish a visual element. A rating of Partially Supports has been given for the following reasons: • Color is the sole method of indicating selection in calendars. • Custom toggle buttons, such as the Instructor and Student links, use color alone to convey the selected state. • Red color is used as the sole means of indicating error messages.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain audio that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508	Web: Partially Supports	Web: The product provides keyboard functionality for most content.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		A rating of Partially Supports has been given for the following reasons: • Custom controls, such as the "View More" control under "Instructor Tools", can only be accessed using a pointing device, such as a mouse. • Several controls, such as the feedback icon, the left-side navigation links and the chapter "thumbnail"/"detailed view" button, do not receive keyboard focus. • Custom drop-down controls, including the class selection drop-down element, do not receive keyboard focus and are not actionable.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain any keyboard traps.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does Not Support	Web: The product contains time limits that are set by the content. A rating of Does Not Support has been given for the following reason: • Session time limits expire without warning or without a way to turn-off or adjust the time limit before encountering it.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain moving, blinking, scrolling, or auto-updating content.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain content that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 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: Partially Supports	Web: The product mostly contains a mechanism to bypass repetitive blocks of content. A rating of Partially Supports has been given for the following reason: • In the "My Content" page, the "skip link" does not skip past all repetitive content and links.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product mostly contains titles that describe the topic or purpose of the page. A rating of Partially Supports has been given for the following reason: • Modal dialogs lack titles or lack descriptive titles.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product does not always provide focus in an order that preserves meaning and operability. A rating of Partially Supports has been given for the following reasons: • When certain content is updated, focus is not managed accordingly. • Keyboard focus does not remain within active modal dialogs. • Keyboard focus does not return properly when dialogs are closed.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product's links' purpose can mostly be determined from the given text or from the link text together with its programmatically determined link context. A rating of Partially Supports has been given for the following reasons: • On rare occasions, links are not meaningful within their context. • Links, such as "Add a Class", open dialogs without indicating so to screen reader users.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: The default human language of each page can be programmatically determined within the product.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: When any user interface component within the product receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Changing the setting of most user interface components within the product does not automatically cause a change of context unless the user has been advised of the behavior before using the component. A rating of Partially Supports has been given for the following reason: • When checkboxes on the filter by chapter page are activated, focus moves back to the first checkbox.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: When an input error is automatically detected within the product, the item that is in error is mostly identified and/or the error is mostly described to the user in text. A rating of Partially Supports has been given for the following reasons: • Error messages do not explicitly contain the word "Error" and instead rely on red text color.

Criteria	Conformance Level	Remarks and Explanations
		• Error messages are not conveyed clearly with alerts or by being rendered at the top of the form.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product mostly provides visual labels and instructions when content requires user input. A rating of Partially Supports has been given for the following reason: • Some form fields, such as the roster search field, lack valid labels or accessible names.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product has some parsing issues. A rating of Partially Supports has been given for the following reason: • Some pages have multiple elements with the same id value.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product contains user interface components (including but not limited to form elements and links), that frequently contain a name, role, and/or value that can be programmatically determined. A rating of Partially Supports has been given for the following reasons: • Some image buttons and form fields are missing accessible names.

Criteria	Conformance Level	Remarks and Explanations
		• Some form fields have accessible names that are not descriptive or are not written as clear labels for human users and are instead written like source code variables. • Page tabs, including the chapter activities tabs, do not convey role and state. • Custom controls, such as accordion buttons and the instructor/student switch control, do not indicate the correct role and state information. • ARIA markup is not always valid.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product contains prerecorded video content that is mostly described sufficiently. A rating of Partially Supports has been given for the following reason:

Criteria	Conformance Level	Remarks and Explanations
		• Visual multimedia content is not sufficiently described in the audio portion of the multimedia.

1.4.3 Contrast (Minimum) (Level AA)
 	
Also applies to:
 	
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Web: Partially Supports	Web: The product mostly contains text and meaningful images of text that meet the minimum contrast ratio of 4.5:1 for standard text and 3.1 for large text.
		
		A rating of Partially Supports has been given for the following reason:
		  • There are some specific color combinations that do not provide sufficient contrast.

1.4.4 Resize text (Level AA)
 	
Also applies to:
 	
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Web: Partially Supports	Web: Except for captions and images of text, the product mostly allows for text to be resized up to 200 percent without loss of content and without use of assistive technology.
		
		A rating of Partially Supports has been given for the following reasons:
		  • Some text, such as the "Student" and "Instructor" toggle buttons and the "Export" and "Settings" controls, is cut off or overlapped when text is resized.
		  • The My Content page has a setting which potentially causes content on the page to not scale correctly.

1.4.5 Images of Text (Level AA) Also applies to:	Web: Supports	Web: Text is used to convey information rather than images of text except where a particular

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		presentation of text is essential to the information being conveyed, like in logotypes.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 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 product has multiple ways to locate a Web page within a set of Web pages.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product contains headings and labels that describe the topic or purpose.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product mostly provides a mode of operation where the keyboard focus is visible for operable user interface controls. A rating of Partially Supports has been given for the following reasons: • When certain elements, such as custom buttons on the Classes landing page and the "Live Chat" and "Search" buttons on the My Content page, receive focus, there

Criteria	Conformance Level	Remarks and Explanations
		is no visual indication of keyboard focus present.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The product does not contain changes in the default language.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (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 product contains consistent navigation.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 501 (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 product consistently identifies components that have the same functionality within a set of Web pages.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports	Web: When an input error is automatically detected within the product and suggestions for correction are known, the suggestions are provided to the user unless it would jeopardize the security or purpose of the content.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain pages that cause legal commitments or financial transactions, or pages that irreversibly modify user-controllable data.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: This product is supported without Claim of Equivalent Facilitation and other standards in this document cover the product.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: 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	Applicable – not tested	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – not tested	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – not tested	
603.3 Accommodation of Communication Needs	Applicable – not tested	

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