

# Gale Accessibility Conformance Report

## Based on Voluntary Product Accessibility Template® (VPAT®)<sup>1</sup>

VPAT Version 2.0 Beta 2

**Name of Product:** Gale in Context Family of Products including:

Global Issues in Context, World History in Context, US History in Context, Science in Context, Opposing Viewpoints in Context, Student Resources in Context, Biography in Context, Canada in Context, GREENR, Research in Context

**Date:** 10/10/2017

**Contact information:** [Accessibility@Cengage.com](mailto:Accessibility@Cengage.com)

**Notes:** Testing was conducted using Deque System's automated AXE tool and manually tested using Non-Visual Desktop Access (NVDA) screen reader software.

### Standards/Guidelines

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

Standard/Guideline	Included In Report
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<sup>1</sup>Voluntary Product Accessibility Template® and VPAT® are a registered trademark of Information Technology Industry Council (ITI)

Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A ✓ Level AA ✓ Level AAA <input type="checkbox"/>
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	✓
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	<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
<a href="#">1.1.1 Non-text Content</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.1 (Web)</li> <li>• 10.2.1 (non-web document)</li> <li>• 11.2.1.1 (Software)</li> <li>• 11.2.2.1 (Closed Functionality Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with exception  Electronic Docs: Supports with exception  Supports	Web: All UI elements have alt text but some form controls do not have proper labels  Electronic Docs: Some tables, charts and graphs do not have a text alternative.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A) Also applies to:	Web: Supports	Web: Web components do not include any audio-only or video-only content

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.2 (Web)</li> <li>• 10.2.2 (non-web document)</li> <li>• 11.2.1.2 (Software)</li> <li>• 11.2.2.2 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Electronic Docs: Does not support	Electronic Docs: Audio only content (podcasts) are hosted by 3 <sup>rd</sup> parties and cannot guarantee a transcript. Video content includes 3 <sup>rd</sup> party content and cannot guarantee an audio description.
<u><a href="#">1.2.2 Captions (Prerecorded)</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.3 (Web)</li> <li>• 10.2.3 (non-web document)</li> <li>• 11.2.1.3 (Software)</li> <li>• 11.2.2.3 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports with exceptions	Web: No web components include video  Electronic Docs: Audio and video content can't guarantee captions, as many are hosted by third parties. However, many videos hosted by Gale have closed captioning.
<u><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4 (Web)</li> <li>• 10.2.4 (non-web document)</li> <li>• 11.2.1.4 (Software)</li> <li>• 11.2.2.4 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Does not support	Web: No web components include video or audio  Electronic Docs: Audio only content (podcasts) are hosted by 3 <sup>rd</sup> parties and cannot guarantee a transcript. Video content includes 3 <sup>rd</sup> party content and cannot guarantee an audio description.
<u><a href="#">1.3.1 Info and Relationships</a></u> (Level A) Also applies to:	Web: Does not support	Web: Product uses ARIA landmarks to identify regions of the page. Not all form controls have proper ARIA

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.7 (Web)</li> <li>• 10.2.7 (non-web document)</li> <li>• 11.2.1.7 (Software)</li> <li>• 11.2.2.7 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Electronic Docs: Supports with exceptions</p>	<p>role/labels, but some do. Some form labels are missing, and radio buttons need to be grouped into fieldsets. Header structure doesn't represent relationships well.</p> <p>Electronic Docs: Tables and graphs do not have proper row/column associations. Content does not have semantic header structure within the page structure.</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.8 (Web)</li> <li>• 10.2.8 (non-web document)</li> <li>• 11.2.1.8 (Software)</li> <li>• 11.2.2.8 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports with exception</p>	<p>Web: Product uses tab order and page structure to ensure the content is encountered in a meaningful sequence.</p> <p>Electronic Docs: Documents are presented in meaningful sequence, but there is no markup allowing it to be navigated based on that sequence.</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.9 (Web)</li> <li>• 10.2.9 (non-web document)</li> <li>• 11.2.1.9 (Software)</li> <li>• 11.2.2.9 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: When product uses shape or size to convey meaning, it also uses labels to describe that element.</p> <p>Electronic Docs: Documents in the product do not use size or shape to convey meaning.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.10 (Web)</li> <li>10.2.10 (non-web document)</li> <li>11.2.1.10 (Software)</li> <li>11.2.2.10 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports with exceptions</p>	<p>Web: When product uses color to convey meaning, it also uses labels to describe that element.</p> <p>Electronic Docs: Documents in the product do not use color to convey meaning, except for some charts and graphs that lack any descriptive text.</p>
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.11 (Web)</li> <li>10.2.11 (non-web document)</li> <li>11.2.1.11 (Software)</li> <li>11.2.2.11 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product does not include any auto-playing audio</p> <p>Electronic Docs: Product does not include any auto-playing audio</p>
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.15 (Web)</li> <li>10.2.15 (non-web document)</li> <li>11.2.1.15 (Software)</li> <li>11.2.2.15 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Supports with exception</p> <p>Electronic Docs: Supports</p>	<p>Web: While most of the product works using keyboard controls, a few notable exceptions exist. Search Assist, interactive maps, highlights &amp; notes and dynamically populated search lists do not support keyboard commands.</p> <p>Electronic Docs: Documents support keyboard commands, though the minority of videos using our embedded player are difficult to use with keyboard</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		commands
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.16 (Web)</li> <li>10.2.16 (non-web document)</li> <li>11.2.1.16 (Software)</li> <li>11.2.2.16 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Does not support</p>	<p>Web: Product does not include any keyboard traps</p> <p>Electronic Docs: Interactive maps topic navigation acts as a keyboard trap, forcing user to tab through 40+ topics before encountering the interactive map.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.17 (Web)</li> <li>10.2.17 (non-web document)</li> <li>11.2.1.17 (Software)</li> <li>11.2.2.17 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No time limits are set for content</p> <p>Electronic Docs: No time limits are set for content</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.18 (Web)</li> <li>10.2.18 (non-web document)</li> </ul>	<p>Web: Does not support</p> <p>Electronic Docs: Supports</p>	<p>Web: Product home page has an auto-scrolling carousel that can't be paused, stopped or hidden. When it changes items automatically, it pulls screen reader focus to the alt text of the embedded image.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.18 (Software)</li> <li>• 11.2.2.18 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		Electronic Docs: Documents contain no moving, blinking, scrolling or auto-updating information.
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.19 (Web)</li> <li>• 10.2.19 (non-web document)</li> <li>• 11.2.1.19 (Software)</li> <li>• 11.2.2.19 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product does not contain anything that flashes  Electronic Docs: Documents do not contain anything that flashes
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.20 (Web)</li> <li>• 10.2.20 (non-web document) – Does not apply</li> <li>• 11.2.1.20 (Software) – Does not apply</li> <li>• 11.2.2.20 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports with Exception  Electronic Docs: Does not support	Web: Product contains ARIA regions, and a skip to content link. It has poor header structure, and the skip link doesn't always point to the optimal location.  Electronic Docs: Documents do not have structure that allows for intra-document navigation using headers.
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.21 (Web)</li> <li>• 10.2.21 (non-web document)</li> </ul>	Web: Supports with exception  Electronic Docs: Supports	Web: Web pages use proper titles which inform the user where in the product they are with the exception of topic overview pages.  Electronic Docs: Document titles are reflected in the



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.21 (Software) - Does not apply</li> <li>• 11.2.2.21 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		page HTML and on various parts of the document details page.
<b>2.4.3 Focus Order</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.22 (Web)</li> <li>• 10.2.22 (non-web document)</li> <li>• 11.2.1.22 (Software)</li> <li>• 11.2.2.22 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with exceptions  Electronic Docs: Support	Web: Most elements can be navigated sequentially and receive focus properly. Exceptions include the Share menu, interactive maps and multiselect listboxes. Electronic Docs: Documents can be navigated sequentially and receive properly focus.
<b>2.4.4 Link Purpose (In Context)</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.23 (Web)</li> <li>• 10.2.23 (non-web document)</li> <li>• 11.2.1.23 (Software)</li> <li>• 11.2.2.23 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Does not support	Web: While most links have descriptions of their purpose, with the exception of the link to remove filter from search. Electronic Docs: The only link in documents brings up related article in GVRL and doesn't provide any purpose context.
<b>3.1.1 Language of Page</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.27 (Web)</li> <li>• 10.2.27 (non-web document)</li> </ul>	Web: Supports Electronic Docs: Supports	Web: Language of the page is set with the lang attribute in the header of each page. Electronic Docs: Language Translate feature specifies what language content is switched into

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.27 (Software)</li> <li>• 11.2.2.27 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<b>3.2.1 On Focus</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.29 (Web)</li> <li>• 10.2.29 (non-web document)</li> <li>• 11.2.1.29 (Software)</li> <li>• 11.2.2.29 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports  Electronic Docs: Supports	Web: Product uses activate rather than focus to initiate changes of context  Electronic Docs: No items in documents initiate a change of context on focus
<b>3.2.2 On Input</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.30 (Web)</li> <li>• 10.2.30 (non-web document)</li> <li>• 11.2.1.30 (Software)</li> <li>• 11.2.2.30 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports with exception  Electronic Docs: Supports	Web: Changing settings does not automatically cause a change of context without informing the user, with the exception of the translate dropdown (only if it has not been expanded). Search filtering options could use better explanation of their behavior as well.  Electronic Docs: Documents do not allow for any changing of settings
<b>3.3.1 Error Identification</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.33 (Web)</li> <li>• 10.2.33 (non-web document)</li> </ul>	Web: Supports with exceptions  Electronic Docs: Supports	Web: Product has few fields that are mandatory, but those few only have visual error messages.  Electronic Docs: Adequate error messages are given when content is unable to be retrieved.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.33 (Software)</li> <li>• 11.2.2.33 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.34 (Web)</li> <li>• 10.2.34 (non-web document)</li> <li>• 11.2.1.34 (Software)</li> <li>• 11.2.2.34 (Closed Software) – Does not apply</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Does not support  Electronic Docs: Not applicable	Web: While many form elements are labeled, there is inconsistency in grouping controls with labels throughout the product. This makes radio button controls difficult to use. Also doesn't include sample data for things like date.  Electronic Docs: none of the content in product includes user inputs.
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.37 (Web)</li> <li>• 10.2.37 (non-web document)</li> <li>• 11.2.1.37 (Software)</li> <li>• 11.2.2.37 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: supports with exception  Electronic Docs: Supports	Web: some form elements contain duplicate ID's but otherwise product has complete element tagging, nesting and unique IDs.  Electronic Docs: Documents have complete element tagging, nesting and unique IDs.
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.38 (Web)</li> <li>• 10.2.38 (non-web document)</li> </ul>	Web: Does not support  Electronic Docs: Supported	Web: There are various issues with form elements being properly labeled and groups. Some links and components don't notify users that a change has been made.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.1.38 (Software)</li> <li>11.2.2.38 (Closed Software)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		Electronic Docs: Components with documents can be programmatically determined

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5 (Web)</li> <li>10.2.5 (non-web document)</li> <li>11.2.1.5 (Software)</li> <li>11.2.2.5 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product does not contain live audio content</p> <p>Electronic Docs: Documents do not contain live audio content</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.6 (Web)</li> <li>10.2.6 (non-web document)</li> <li>11.2.1.6 (Software)</li> <li>11.2.2.6 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Does not support</p> <p>Electronic Docs: Does not support</p>	<p>Web: Video content includes 3<sup>rd</sup> party content and cannot guarantee an audio description.</p> <p>Electronic Docs: Video content includes 3<sup>rd</sup> party content and cannot guarantee an audio description.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.12 (Web)</li> <li>10.2.12 (non-web document)</li> <li>11.2.1.12 (Software)</li> <li>11.2.2.12 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Color contrast on all elements is 4.5:1 or greater with the exception of “updated” and “New” tags on topic page links.</p> <p>Electronic Docs: Color contrast on all elements is 4.5:1 or greater</p>
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.13 (Web)</li> <li>10.2.13 (non-web document)</li> <li>11.2.1.13 (Software)</li> <li>11.2.2.13 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product uses CSS in a way that allows for text to easily be resized</p> <p>Electronic Docs: Documents use CSS in a way that allows for text to easily be resized. PDF scans of document do not offer the OCR text but all PDF scans have an accessible HTML version</p>
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.14 (Web)</li> <li>10.2.14 (non-web document)</li> <li>11.2.1.14 (Software)</li> <li>11.2.2.14 (Closed Software)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports with exceptions</p>	<p>Web: Does not include any images of text</p> <p>Electronic Docs: PDF scans of document do not offer the OCR text but all PDF scans have an accessible HTML version</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.24 (Web)</li> <li>10.2.24 (non-web document) – Does not apply</li> <li>11.2.1.24 (Software) – Does not apply</li> <li>11.2.2.24 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product includes multiple navigational workflows, including a search function capable of returning all content.</p> <p>Electronic Docs: Documents are the result of the process of searching.</p>
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.25 (Web)</li> <li>10.2.25 (non-web document)</li> <li>11.2.1.25 (Software)</li> <li>11.2.2.25 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Does not support</p> <p>Electronic Docs: does not support</p>	<p>Web: While many form elements are labeled, there is inconsistency in grouping controls with labels throughout the product. The header structure is not always useful for navigation.</p> <p>Electronic Docs: Documents have headings within the text, which are not labeled as such in the HTML</p>
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.26 (Web)</li> <li>10.2.26 (non-web document)</li> <li>11.2.1.26 (Software)</li> <li>11.2.2.26 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Supports with exceptions</p> <p>Electronic Docs: Supports</p>	<p>Web: Product shows focus indicator on all elements except Share and interactive maps</p> <p>Electronic Docs: Documents show focus on all elements</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.28 (Web)</li> <li>10.2.28 (non-web document)</li> <li>11.2.1.28 (Software) – Does not apply</li> <li>11.2.2.28 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Does not support</p> <p>Electronic Docs: Does not support</p>	<p>Web: Does not change lang tag when language is switched on the page, or by translate feature.</p> <p>Electronic Docs: Does not indicate when language has switched within the context of a document</p>
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.31 (Web)</li> <li>10.2.31 (non-web document) – Does not apply</li> <li>11.2.1.31 (Software) – Does not apply</li> <li>11.2.2.31 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Main navigational header is consistent across the product, as are the search filters and document tools</p> <p>Electronic Docs: There are no navigational mechanisms within documents.</p>
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.32 (Web)</li> <li>10.2.32 (non-web document) – Does not apply</li> <li>11.2.1.32 (Software) – Does not apply</li> <li>11.2.2.32 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: All components that share functionality within the product are consistently identified</p> <p>Electronic Docs: Documents are identified consistently</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.35 (Web)</li> <li>10.2.35 (non-web document)</li> <li>11.2.1.35 (Software)</li> <li>11.2.2.35 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Does not support</p> <p>Electronic Docs: Supports</p>	<p>Web: Error messages do not suggest proper response in an accessible manner or identify fields with aria-required property</p> <p>Electronic Docs: No error messages exist in documents</p>
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.36 (Web)</li> <li>10.2.36 (non-web document)</li> <li>11.2.1.36 (Software)</li> <li>11.2.2.36 (Closed Software) – Does not apply</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product does not contain any of the applicable conditions</p> <p>Electronic Docs: documents do not contain any of the applicable conditions</p>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.6 Sign Language (Prerecorded)</b> (Level AAA)</p> <p>Also applies to:</p>	<p>Web:</p>	<p>Web:</p>



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

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
<b><u>2.2.3 No Timing</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.2.4 Interruptions</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.2.5 Re-authenticating</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.3.2 Three Flashes</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.4.8 Location</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.4.9 Link Purpose (Link Only)</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.4.10 Section Headings</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>3.1.3 Unusual Words</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.4 Abbreviations</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.1.5 Reading Level</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.1.6 Pronunciation</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.2.5 Change on Request</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.3.5 Help</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1. Conformance Level</a> Also applies to:	Web: Level A: Does not support	Web: This family of products does not conform to A or

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3 (Web)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Level AA: Does not support Level AAA: Not Reporting  Electronic Docs: Level A: Does not support Level AA: Does not support Level AAA: Not Reporting	AA standards in several ways. The core problems relate to form controls and labeling and not providing sufficient context around elements.  Electronic Docs: Documents within these products do not confirm to A or AA standards. They are rendered primarily in HTML, and do not supply a heading structure that is helpful in navigating them. Some tables, charts and graphs are missing descriptive or alt text. PDF versions of articles are not available in an accessible PDF format.
<u><a href="#">2. Full pages</a></u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3 (Web)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Does not support Electronic Docs: Does not support	Web: No pages are fully compliant Electronic Docs: No documents are fully compliant
<u><a href="#">3. Complete processes</a></u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3 (Web)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• E207.3 (Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Does not support Electronic Docs: Supports	Web: No complete processes are fully compliant Electronic Docs: No documents are part of a process
<u><a href="#">4. Only Accessibility-Supported Ways of Using Technologies</a></u>	Web: Does not support	Web: Some accessibility related messaging is not

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3 (Web)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Electronic Docs: supports	presented in a way that AT can interact with Electronic Docs: All documents are presented in ways that assistive technology can access.
<b>5. Non-Interference</b> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3 (Web)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports	Web: No technologies are used in a way that block users from accessing the page with AT. Electronic Docs: No technologies are used in a way that block users from accessing the documents with AT.

## 2017 Section 508 Report -

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

Notes:

### Chapter 3: Functional Performance Criteria - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	Various form control, labeling and structure issues present significant barriers for users without vision.
302.2 With Limited Vision	Supports	The product does not interfere with the user's ability to resize text, zoom, disable css, insert fonts or change contrast

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	The product does not convey information or meaning using color only. Whenever color is used to convey information, it is paired with an alternative method of conveyance.
302.4 Without Hearing	Supports with exceptions	Product contains videos and podcasts, many of which are hosted on 3 <sup>rd</sup> party sites. We can't guarantee captions or transcripts for all videos, though many include closed captioning.
302.5 With Limited Hearing	Supports with exceptions	Product contains podcasts, many of which are hosted on 3 <sup>rd</sup> party sites. We can't guarantee synchronized transcripts for all podcasts, though many include transcripts.
302.6 Without Speech	Supports	Product does not require speech to operate
302.7 With Limited Manipulation	Supports with exceptions	Various form control, labeling and structure issues present some barriers for users with limited manipulation but nearly all components are usable with a keyboard only
302.8 With Limited Reach and Strength	Supports with exceptions	Various form control, labeling and structure issues present some barriers for users with limited reach and strength but nearly all components are usable with a keyboard only
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exceptions	Some forms have incomplete contextual information and lack helpful error messages

## Chapter 4: Hardware - *Click to show or hide table data*

Notes: Deleted, Gale provides only web/software products

## Chapter 5: Software - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
501 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services		
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
503 Applications		
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description.		
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
504 Authoring Tools		

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing	See <a href="#">WCAG 2.0</a> section	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

## 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	Does not support	Product does not include any unique accessibility commands outside of the standard cursor keys, tab+shift-tab, enter and spacebar.  Other accessibility features include ReadSpeaker and alternative document formats, are not explicitly listed anywhere.
602.3 Electronic Support Documentation	Level A: Does not support Level AA: Does not support	The electronic support documentation available on support.gale.com does not comply with WCAG standards.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports with exception	On request, Gale will attempt to provide support materials in alternative formats.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Does not support	Accessibility features are not explicitly listed in any Gale support documentation
603.3 Accommodation of Communication Needs	Supports	Gale commonly uses a single direct point of contact for its technical and customer care support services.



## EN 301 549 Report - Click to show or hide EN 301 549 tables (chapter headings will remain)

Notes:

### Chapter 4: [4.2 Functional Performance Statements](#) - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision		
4.2.2 Usage with limited vision		
4.2.3 Usage without perception of colour		
4.2.4 Usage without hearing		
4.2.5 Usage with limited hearing		
4.2.6 Usage without vocal capability		
4.2.7 Usage with limited manipulation or strength		
4.2.8 Usage with limited reach		
4.2.9 Minimize photosensitive seizure triggers		
4.2.10 Usage with limited cognition		
4.2.11 Privacy		

### Chapter 5: [Generic Requirements](#) - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
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Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality		
5.1.2 General		
5.1.2.2 Assistive technology		
5.1.3 Non-visual access		
5.1.3.1 General		
5.1.3.2 Auditory output delivery including speech		
5.1.3.3 Auditory output correlation (informative)		
5.1.3.4 Speech output user control		
5.1.3.5 Speech output automatic interruption		
5.1.3.6 Speech output for non-text content		
5.1.3.7 Speech output for video information		
5.1.3.8 Masked entry		
5.1.3.9 Private access to personal data		
5.1.3.10 Non-interfering audio output		
5.1.3.11 Private listening		
5.1.3.12 Speaker volume		
5.1.3.13 Volume reset		
5.1.3.14 Spoken languages		
5.1.3.15 Non-visual error identification		
5.1.3.16 Receipts, tickets, and transactional outputs		
5.1.4 Functionality closed to text enlargement		
5.1.5 Visual output for auditory information		
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality		
5.1.6.2 Input focus		
5.2 Activation of accessibility features		
5.3 Biometrics		

Criteria	Conformance Level	Remarks and Explanations
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts		
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status		
5.6.2 Visual status		
5.7 Key repeat		
5.8 Double-strike key acceptance		
5.9 Simultaneous user actions		

**Chapter 6: [ICT with Two-Way Voice Communication](#)** - *Click to show or hide table data*

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech (informative)		
6.2 Real-time text (RTT) functionality		
6.2.1.1 RTT communication		
6.2.1.2 Concurrent voice and text		
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction		
6.2.3 Interoperability		
6.2.4 Real-time text responsiveness		
6.3 Caller ID		
6.4 Alternatives to voice-based services		
6.5 Video communication		
6.5.1 General (informative)		
6.5.2 Resolution		
6.5.3 Frame rate		

Criteria	Conformance Level	Remarks and Explanations
6.5.4 Synchronization between audio and video		
6.6 Alternatives to video-based services (informative)		

## Chapter [7: ICT with Video Capabilities](#) - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology		
7.1.1 Captioning playback		
7.1.2 Captioning synchronization		
7.1.3 Preservation of captioning		
7.2.1 Audio description playback		
7.2.2 Audio description synchronization		
7.2.3 Preservation of audio description		
7.3 User controls for captions and audio description		

## Chapter [8: Hardware](#) - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements		
8.1.2 Standard connections		
8.1.3 Colour		
8.2 Hardware products with speech output		
8.2.1.1 Speech volume range		
8.2.1.2 Incremental volume control		
8.2.2.1 Fixed-line devices		
8.2.2.2 Wireless communication devices		

Criteria	Conformance Level	Remarks and Explanations
8.3 Physical access to ICT		
8.3.2.1 Change in level		
8.3.2.2 Clear floor or ground space		
8.3.2.3.1 General		
8.3.2.3.2 Forward approach		
8.3.2.3.3 Parallel approach		
8.3.2.4 Knee and toe clearance width		
8.3.2.5 Toe clearance		
8.3.2.6 Knee clearance		
8.3.3.1.1 Unobstructed high forward reach		
8.3.3.1.2 Unobstructed low forward reach		
8.3.3.1.3.1 Clear floor space		
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach		
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach		
8.3.3.2.1 Unobstructed high side reach		
8.3.3.2.2 Unobstructed low side reach		
8.3.3.2.3.1 Obstructed ( $\leq 255$ mm) side reach		
8.3.3.2.3.2 Obstructed ( $\leq 610$ mm) side reach		
8.3.4 Visibility		
8.3.5 Installation instructions		
8.4 Mechanically Operable parts		
8.4.1 Numeric keys		
8.4.2.1 Means of Operation of mechanical parts		
8.4.2.2 Force of operation of mechanical parts		
8.4.3 Keys, tickets and fare cards		
8.5 Tactile indication of speech mode		

## Chapter [9: Web](#) (see WCAG 2.0 section below)

Notes:

## Chapter [10: Non-web Documents](#) - Click to show or hide table data

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.1 General		
10.2 Document success criteria		
10.2.1 through 10.2.38	See <a href="#">WCAG 2.0</a> section	
10.2.39 Caption positioning		
10.2.40 Audio description timing		

## Chapter [11: Software](#) - Click to show or hide table data

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See <a href="#">WCAG 2.0</a> section	
11.2.2 Software success criteria (closed functionality)	See <a href="#">WCAG 2.0</a> section	
11.3 Interoperability with assistive technology		
11.3.1 Closed functionality (informative)		
11.3.2 Accessibility services		
11.3.2.1 Platform accessibility service support for software that provides a user interface		
11.3.2.2 Platform accessibility service support for assistive technologies		
11.3.2.3 Use of accessibility services		
11.3.2.4 Assistive technology		
11.3.2.5 Object information		
11.3.2.6 Row, column, and headers		

Criteria	Conformance Level	Remarks and Explanations
11.3.2.7 Values		
11.3.2.8 Label relationships		
11.3.2.9 Parent-child relationships		
11.3.2.10 Text		
11.3.2.11 List of available actions		
11.3.2.12 Execution of available actions		
11.3.2.13 Tracking of focus and selection attributes		
11.3.2.14 Modification of focus and selection attributes		
11.3.2.15 Change notification		
11.3.2.16 Modifications of states and properties		
11.3.2.17 Modifications of values and text		
11.4 Documented accessibility usage		
11.4.1 User control of accessibility features		
11.4.2 No disruption of accessibility features		
11.5 User preferences		
11.6 Authoring tools		
11.6.2 Accessible content creation		
11.6.3 Preservation of accessibility information in transformations		
11.6.4 Repair assistance		
11.6.5 Templates		

**Chapter [12: Documentation and Support Services](#)** - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features		
12.1.2 Accessible documentation		

Criteria	Conformance Level	Remarks and Explanations
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation		

**Chapter [13: ICT Providing Relay or Emergency Service Access](#)** - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements		
13.1.2 Text relay services		
13.1.3 Sign relay services		
13.1.4 Lip-reading relay services		
13.1.5 Captioned telephony services		
13.1.6 Speech to speech relay services		
13.2 Access to relay services		
13.3 Access to emergency services		