

# What is HESI NG's Accessibility Support?

HESI NG aspires to meet all accessibility guidelines established by the World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 AA and the U.S. Section 508 Standards of the Federal Rehabilitation Act, as well as similar standards enacted by countries around the globe. Customers may download the WCAG 2.0 compliance statement to see compliance with specific guidelines.

## Web Accessibility and Usability Features

HESI NG includes features that benefit everyone including clear and consistent labeling, as well as a simple, flexible, and consistent user interface design. The site is built to be used on either desktop or mobile devices with ease.

### Screen Reader Friendly

- The user interface and content are in HTML which is **compatible with screen readers** such as [JAWS](#), [NVDA](#) and Apple's [VoiceOver](#).
- Pages are **well structured** using headings, landmarks and lists which allow users of assistive technology to easily jump around pages and understand content.
- Pages employ [ARIA \(Accessibility for Rich Internet Applications\)](#) to enhance navigation, orientation and labeling for users of screen readers and other assistive technology.
- Screen Readers and other assistive technology work with the HESI iNet Secure Browser as long as they are launched before launching the browser.

### Keyboard Friendly

- Most controls and features are **operable using keyboard only**. Areas of content that lack operability are being worked on.
- **Visible keyboard focus** is maintained using an obvious colored border.
- Pages provide **logical tab order**.
- When opening dialog windows and panes, the system **places the focus in logical places**.






### Flexible Display

- Pages are **responsive** which provides an information display optimal for the user's computer screen size or mobile device.
- Pages use **separate cascading style sheets (CSS)**, allowing users to more easily customize the display and contrast. (Note: Once an exam has been launched, the iNet Secure Browser does not allow for custom style sheets.)
- Pages are usable when style sheets are disabled.
- Users can **enlarge pages and text** with either browser controls or screen magnification software such as GW Micro's [Windows-Eyes](#) or AI Squared's [ZoomText](#). These software applications can be used with the iNet browser, but must be launched beforehand.
- Pages use a larger default text size of 19 px.

### Clear Navigation

- Links are **named appropriately** and include necessary information about the link.
- **Global navigation links** are consistent across pages and enable users to quickly and easily understand the layout of the site.

## Summary of HESI NG Accessibility Features by Disability Persona

Persona	Blindness/ Screen Reader	Low Vision	Hearing Impaired	Mobility/ Keyboard- Only	Cognitive (Dyslexia, Non-native English)
Feature					
Students may pause exams. Exams can then be resumed by the instructor	✓	✓	✓	✓	✓
Most controls and features are operable using keyboard only	✓			✓	
All links, controls, and interactive elements visually indicate keyboard focus		✓		✓	✓
Content is available in HTML that can be resized or read using assistive technology such as JAWS screen reader	✓	✓			✓
Pages employ properly structured headings and make use of HTML5 Landmarks	✓	✓			✓
Pages are responsive to various screen sizes and viewing devices		✓			✓
Most text passes WCAG 2.0 Level AA contrast requirements		✓			
Text size can be increased to 200% without breaking functionality. (Not available in the HESI iNet Secure Browser)		✓			
Forms, including Exam forms, have programmatic labels	✓			✓	
Pages employ ARIA (Accessibility for Rich Internet Applications) to enhance navigation, labeling, and messaging for users of screen readers and other assistive technology	✓	✓			
Most graphical elements and color-coded items have meaningful text equivalents	✓	✓			✓
Forms are marked up using labels that are read correctly by screen readers and allow for easier manual	✓	✓		✓	✓

Persona	Blindness/ Screen Reader	Low Vision	Hearing Impaired	Mobility/ Keyboard- Only	Cognitive (Dyslexia, Non-native English)
selection					
Global navigation links are consistent across pages and enable users to quickly and easily understand the layout of the site	✓	✓			✓
Exam video player is keyboard operable with well-labelled controls	✓	✓		✓	✓
Media player volume controls			✓		
Accessibility Customer Support is available by through email or through <a href="mailto:accessibility@elsevier.com">accessibility@elsevier.com</a>	✓	✓	✓	✓	✓

## Tips for Users of Assistive Technology

- Ensure that all necessary Assistive Technology is launched and running before launching the HESI iNet Secure Browser. Users will not be able to launch any new Assistive Technology once the Exam has begun.
- Access codes cannot be copied and pasted to start an exam. Having the ability to enter a multi digit access code provided by an instructor is required to enter an exam.

## Elsevier Accessibility

- Read more about [Elsevier's Accessibility Policy](#).
- Download the current [WCAG 2.0 Compliance Document](#).
- In 2010, Elsevier was awarded the first ever [JISC TechDis](#) award to highlight publishers that improve their business processes to make resources more accessible to people with disabilities.

## Support

- To report an accessibility issue with HESI NG, email [accessibility@elsevier.com](mailto:accessibility@elsevier.com).
- If you require electronic files for a student or staff member with a disability, you may use the [AccessText Network](#) or the Elsevier [Disability Request Form](#) to request a file.
- For general Customer Service support for HESI NG, please send a request to [usinfo@elsevier.com](mailto:usinfo@elsevier.com).