Accessibility Conformance Report (ACR)

Evolve

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Version History

Version	Date	Authors	Description
1	2 May 2018	T Gies	This ACR format replaces the legacy 11 April 2017 VPAT which was in Word. This ACR uses the WCAG 2.1 A and AA standards. Additionally this format includes a conformance claim and new sections on 508 Chapters 3, 602, and 603.
2	Nov 2019	T Gies	• Updated ACR with fixes from dev team and SupportHub team. • 1.1.1 non text content updated with fixes and a couple of new items. • Keyboard items fixed including: The My Content Pages (Content Library) Student resources links, Search results filter expand/collapse, Product page expand/collapse (e.g. Key Features), Starring a resource (My Content page) • Multiple ways upgraded to supports with the addition of account links to the footer. • Parsing upgraded to Supports: fixed duplicate IDs issues. • Name, role, value upgraded to Supports: fixed folder, actions menu, and favorites buttons. • Focus order items fixed. • Use of color updated with fixes for folders using color alone to denote selected items.
3	August 2020	T Gies	Added 12 WCAG 2.1 criteria and retested to included multiple upgrades to previously evaluated checkpoints.

Product Information and Scope

Name of Product	Evolve
URL	https://evolve.elsevier.com
Date of Last Evaluation	28 August 2020
Completed by	Ted Gies, Elsevier Digital Accessibility Team
Contact for More Information	Ted Gies Digital Accessibility Lead Certified DHS Section 508 Trusted Tester ted.gies@elsevier.com accessibility@elsevier.com
Testing Tools and Methods	Hands-on keyboard operation JAWS 17, NVDA Chrome DevTools iPad Wave toolbar Accessibility bookmarklets Axe plugin for Firefox Color Contrast Analyzer, SK Contrast Extension
Guidelines Used to Complete this VPAT	W3C WCAG 2.1 https://www.w3.org/TR/WCAG21/ Elsevier Accessibility Checklist: http://romeo.elsevier.com/accessibility_checklist/
Pages Covered	Login, Create an Account, Welcome to Evolve (Student, Instructor), Search Results, Product Page, My Evolve, Course Home, LTI linking, Account Settings, Evolve Support Center, Learn how to link Video, My Content (Evolve Link/lticontenttool.elsevier.com), My Cart.
Notes	Conformance according to the W3C: If there is no content to which a success criterion applies, the success criterion is satisfied. In this case where we conform due to no content we have marked the slide 6 with "Support (N/A)".
Additional Information	Canvas is used to create LTI links to courses. Canvas VPATs can be found here: https://www.instructure.com/canvas/accessibility. users can use Canvas provided by Elsevier (our replacement offering from the LO LMS), or their own Canvas, Moodle, D2L, or Blackboard LMS to create LTI links to courses using the Evolve Link tool. The Evolve Accessibility Support Page provides links to the accessibility information for the 4 LMS.

Conformance Claim

Evolve web pages and the SupportHub site conform with level A and AA checkpoints of the WCAG 2.1 (Web Content Accessibility Guidelines). When pages are not in full conformance, the specific violations are noted in the "Examples of Does not Support" section. All current development and future page revisions target Level AA WCAG 2.1.

Current Evolve WCAG 2.1 Individual Guideline Conformance (2020 August)

WCAG 2.1 Success Criterion		Evaluation
1.1.1 Non-text Content	A	Partially Supports
1.2.1 Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
1.2.2 Captions (Prerecorded)	A	Supports (N/A)
1.2.3 Audio Description /Full Text Alternative	A	Supports (N/A)
1.2.4 Captions (Live)	AA	Supports (N/A)
1.2.5 Audio Description	AA	Supports (N/A)
1.3.1 Info and Relationships	A	Supports
1.3.2 Meaningful Sequence	A	Supports
1.3.3 Sensory Characteristics	A	Supports
1.3.4 Orientation	AA	Supports
1.3.5 Identify Input Purpose	AA	Does not Support
1.4.1 Use of Color	A	Partially Supports
1.4.2 Audio Control	A	Supports (N/A)
1.4.3 Contrast (Minimum)	AA	Partially Supports
1.4.4 Resize text	AA	Supports
1.4.5 Images of Text	AA	Supports
1.4.10 Reflow	AA	Supports
1.4.11 Non-text Contrast	AA	Partially Supports
1.4.12 Text Spacing	AA	Supports
1.4.13 Content on Hover or Focus	AA	Supports (N/A)
2.1.1 Keyboard	A	Supports
2.1.2 No Keyboard Trap	A	Supports
2.1.4 Character Key Shortcuts	A	Supports (N/A)
2.2.1 Timing Adjustable	A	Supports
2.2.2 Pause, Stop, Hide	A	Supports (N/A)

| WCAG 2.1 Success Criterion		Evaluation
2.3.1 Three Flashes or Below Threshold	A	Supports (N/A)
2.4.1 Bypass Blocks	A	Supports
2.4.2 Page Titled	A	Supports
2.4.3 Focus Order	A	Supports
2.4.4 Link Purpose (In Context)	A	Supports
2.4.5 Multiple Ways	AA	Supports
2.4.6 Headings and Labels	AA	Supports
2.4.7 Focus Visible	AA	Supports
2.5.1 Pointer Gestures	A	Supports (N/A)
2.5.2 Pointer Cancellation	A	Supports
2.5.3 Label in Name	A	Supports
2.5.4 Motion Actuation	A	Supports (N/A)
3.1.1 Language of Page	A	Supports
3.1.2 Language of Parts	AA	Supports (N/A)
3.2.1 On Focus	A	Supports
3.2.2 On Input	A	Supports
3.2.3 Consistent Navigation	AA	Partially Supports
3.2.4 Consistent Identification	AA	Supports
3.3.1 Error Identification	A	Partially Supports
3.3.2 Labels or Instructions	A	Supports
3.3.3 Error Suggestion	AA	Supports
3.3.4 Error Prevention (Legal, Financial, Data)	AA	Supports
4.1.1 Parsing	A	Supports
4.1.2 Name, Role, Value	A	Partially Supports
4.1.3 Status Messages	AA	Partially Supports

Previous Evolve WCAG 2.1 Individual Guideline Conformance (2019 December)

WCAG 2.1 Success Criterion	Level	Evaluation
1.1.1 Non-text Content	A	Partially Supports
1.2.1 Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
1.2.2 Captions (Prerecorded)	A	Supports (N/A)
1.2.3 Audio Description or Full Text Alternative	A	Supports (N/A)
1.2.4 Captions (Live)	AA	Supports (N/A)
1.2.5 Audio Description	AA	Supports (N/A)
1.3.1 Info and Relationships	A	Partially Supports
1.3.2 Meaningful Sequence	A	Supports
1.3.3 Sensory Characteristics	A	Partially Supports
1.4.1 Use of Color	A	Partially Supports
1.4.2 Audio Control	A	Supports (N/A)
1.4.3 Contrast (Minimum)	AA	Partially Supports
1.4.4 Resize text	AA	Supports
1.4.5 Images of Text	AA	Supports
2.1.1 Keyboard	A	Supports with Exception
2.1.2 No Keyboard Trap	A	Supports
2.2.1 Timing Adjustable	A	Does Not Support
2.2.2 Pause, Stop, Hide	A	Supports (N/A)
2.3.1 Three Flashes or Below Threshold	A	Supports (N/A)
2.4.1 Bypass Blocks	A	Partially Supports
2.4.2 Page Titled	A	Partially Supports
2.4.3 Focus Order	A	Partially Supports
2.4.4 Link Purpose (In Context)	A	Supports
2.4.5 Multiple Ways	AA	Supports
2.4.6 Headings and Labels	AA	Supports
2.4.7 Focus Visible	AA	Supports
3.1.1 Language of Page	A	Partially Supports
3.1.2 Language of Parts	AA	Supports (N/A)
3.2.1 On Focus	A	Supports
3.2.2 On Input	A	Supports
3.2.3 Consistent Navigation	AA	Partially Supports
3.2.4 Consistent Identification	AA	Supports
3.3.1 Error Identification	A	Partially Supports
3.3.2 Labels or Instructions	A	Partially Supports
3.3.3 Error Suggestion	AA	Supports
3.3.4 Error Prevention (Legal, Financial, Data)	AA	Supports
4.1.1 Parsing	A	Supports
4.1.2 Name, Role, Value	A	Supports

WCAG 2.1 1.1.1 – Non-text Content

Provide text alternatives for non-text content (e.g. images).
[Level A W3C Guideline](#)
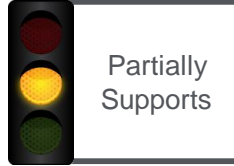
Partially Supports

OVERALL RATING: Partially Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✘
• Global nav graphical buttons (search, cart, alerts) are accompanied by HTML text labels. • LMS icon has "Access via LMS". • Star SVG icons have \<title>star\</title> • "I" Icons provide \<title>info\</title> • "x"Icons provide \<title>close\</title> • Three dots icons provide aria-label="View actions" • Social media icons in footer provide aria-labels.	• On product page under Technical Information, product formats (e.g. moodle) need alt text. • VitalSource image is missing alt. • Search magnifying glass (mobile view) lacks alt text. • Evolve orange link icon should have role="presentation" on SVG. • Graphical cover image links need alt text on search results pages. • Promotion images have alt="Marketing Image" but do not convey the text contained within the ads themselves. • Product cover images are missing alt text. • My Content student/instructor resource pages should provide a text alternative to indicate specific icon types (folder, download, etc.)

Workarounds and User Tips 🔧

• This VPAT covers Evolve itself and not necessarily each course. Contact accessibility@elsevier.com in case student resources such as Powerpoints or Videos need to have accessibility enhancements.

# WCAG 2.1 1.2.1 – Audio-only and Video-only (Prerecorded)

Provide alternatives for pre-recorded audio-only or video-only content.

Level A W3C Guideline
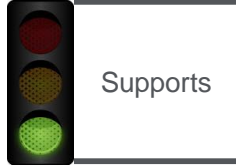
Supports

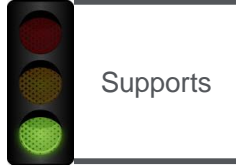**OVERALL RATING: Supports** *(no content to which this success criterion applies)*

- Evolve does not contain pre recorded video only nor pre recorded audio only so the success criterion is satisfied according to the W3C's Understanding Conformance.
- Individual courses do contain video content. Courses are covered by their own ACR.
- How do I videos (On-Demand Learning site) which are covered in the chapter 6 of this ACR.
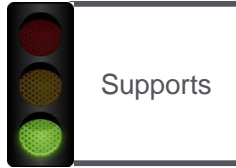
WCAG 2.1 1.2.2 – Captions (Prerecorded)

Provide captions for pre-recorded video with audio.
[Level A W3C Guideline](#)

Supports

OVERALL RATING: Supports *(no content to which this success criterion applies)*
• Evolve does not contain pre recorded video so the success criterion is satisfied according to the [W3C's Understanding Conformance.](#) • Individual courses do contain video content. Courses are covered by their own ACR. • How do I videos (On-Demand Learning site) which are covered in the chapter 6 of this ACR.

WCAG 2.1 1.2.3-Audio Description or Media Alternative

Supports

Provide either audio description or a text screen play for videos.

Level A W3C Guideline
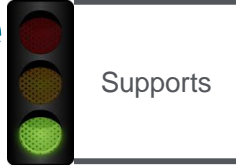
OVERALL RATING: Supports *(no content to which this success criterion applies)*
• Evolve itself does not contain pre recorded video so the success criterion is satisfied according to the W3C's Understanding Conformance.   • Individual courses do contain video content. Courses are covered by their own ACR.   • How do I videos (On-Demand Learning site) which are covered in the chapter 6 of this ACR.

WCAG 2.1 1.2.4 Captions (Live)

Captions are provided for all live audio content in synchronized media.
Level AA W3C Guideline

Supports

| OVERALL RATING: Supports *(no content to which this success criterion applies)* |
|---|
| • Evolve does not contain any live video content. |

WCAG 2.1 1.2.5 Audio Description (Prerecorded)

Audio description is provided for prerecorded videos in synchronized media.
Level AA W3C Guideline
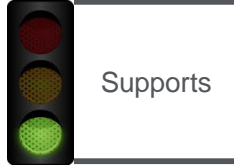
Supports

OVERALL RATING: Supports *(no content to which this success criterion applies)*

- Evolve does not contain pre recorded video so the success criterion is satisfied according to the W3C's Understanding Conformance.
- Individual courses do contain video content. Courses are covered by their own ACR.
- How do I videos (On-Demand Learning site) which are covered in the chapter 6 of this ACR.
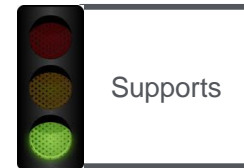
WCAG 2.1 1.3.1 Info and Relationships

Information, structure, can be programmatically determined.
[Level A W3C Guideline](#)

Supports

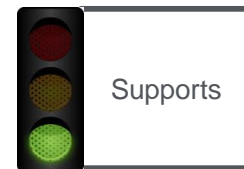| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✘
• Well-constructed landmarks are used on all pages. • Headings are used well on all pages. • Lists of products in ordered lists with headings for product names. • Groups of related links are contained in unordered or ordered lists for example on the Instructor Resource page. • Form inputs have labels such as search and my cart. • Form fields, e.g. on Account settings provide fieldset/legend to markup the form regions. • Dialog Windows such as "Choose how to access your content or product" has role="dialog" an aria label="course configuration".	No violations found by reviewers.

Workarounds and User Tips 🔧

- Use the adjacent headings to figure out the search field and access code fields on the welcome screen.
- Screen reader users (e.g. JAWS) can benefit from:
  - table navigation commands to move from through lists of search results and my content.
  - regions navigation to skip around to main functions and page areas.

WCAG 2.1 1.3.2 Meaningful Sequence

The correct reading sequence can be programmatically determined.
Level A W3C Guideline

Supports

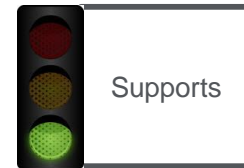| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• The DOM order matches the visual order of content. • Content is positioned based on structural markup and style sheets. • There is not just one reading order that makes sense, for instance users can go between independent functions such as search, search results, and folder views in a course collection (e.g. My Content).	No violations found by reviewers.

Workarounds and User Tips 🔧

None

WCAG 2.1 1.3.3 Sensory Characteristics

Do not rely on sensory characteristics such as size, visual location, etc.
Level A W3C Guideline

Supports

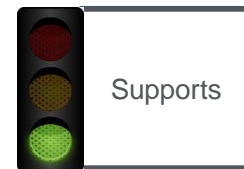| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• Evolve overall does not use any content that relies on sensory characteristics alone to communicate information.	No violations found by reviewers.

Workarounds and User Tips 🔧
None

WCAG 2.1 1.3.4 Orientation

Do not restrict a page's view to portrait or landscape, unless essential.
Level AA W3C Guideline

Supports

OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
All page content on Evolve allows users to go between portrait and landscape views.	No violations found by evaluators

Workarounds and User Tips 🔧

None

WCAG 2.1 1.3.5 Identify Input Purpose

For text input elements, the autocomplete attribute should be in place.
Level AA W3C Guideline

Does Not Support

| OVERALL RATING: Does Not Support	
Examples of Supports ✓	**Examples of Does Not Support** ✗
No examples found by evaluators	Evolve provides some input fields relevant to autocomplete such as on Account Settings and Create an Account. Currently these input fields such as name and address do not provide autocomplete attributes.

Workarounds and User Tips 🔧

Some browsers such as Chrome provide autofill settings which help suggest commonly used fields such as Name, Address.

WCAG 2.1 1.4.1 Use of Color

Color is not used as the only visual means of conveying information.
Level A W3C Guideline

Partially Supports
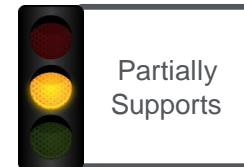
OVERALL RATING: Partially Supports	
Examples of Supports ✓	**Examples of Does Not Support ✗**
• Links are identified using color but also hover and focus states have a color change and either a border or underline. • Subscribed, Open Access, and Abstract-only icons are designated through color, which is supplemented sometimes by text, and always with a title attribute. • Search tabs use color, text bolding, and hidden text "selected" to convey the selected tab. • Error messages such as No search results found utilize an icon in addition to red color and an alert role to denote the error state. • Form validation error messages are prefaced with the word: "error". • My Evolve active folders are identified using orange color, text underline, and aria-pressed="true".	• Alerts panel shows some links, e.g. "Update us now" which show as same color as the surrounding text until users mouse over the window. • Welcome page provides blue (#007398) text links (e.g. Download step-by-step instructions) which do not have enough contrast with surrounding gray (#505050) text. Same for the blue "here" link under Browser Alert for IE 11. There are similar non-underlined blue links within paragraph text in the "i" pane on the Welcome page.

Workarounds and User Tips
• If users are having trouble identifying links, disable style sheets or apply a custom style sheet which provides stronger indication (e.g. underlined) links. • Links are always identified with an underline if users hover or tab to a link.

WCAG 2.1 1.4.2 Audio Control

Audio can be paused and stopped, or the audio volume can be changed.
[Level A W3C Guideline](#)

Supports

OVERALL RATING: Supports *(no content to which this success criterion applies)*

- Evolve does not have any auto-playing audio, or any embedded content which uses audio, so the success criterion is satisfied according to the [W3C's Understanding Conformance.](#)
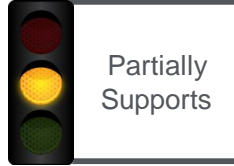
Workarounds and User Tips 🔧

Some student resources may have multimedia content with audio.

WCAG 2.1 1.4.3 Contrast (Minimum)

Text has enough contrast with the background (4.5:1 ratio for small text).
Level AA W3C Guideline

Partially
Supports

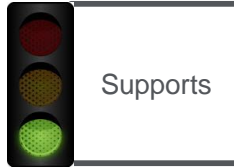| OVERALL RATING: Partially Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• Blue links (#007398) that passes contrast ratios on a white background. • Dark grays text used in the global nav, my folders, and the upper footer links (#737373 and #505050) which both pass contrast ratios on a white background.	• Gray (#969696) bottom row footer links. • Gray (#A1A1A1) placeholder text "Search for products and resources". • Welcome page "The destination…" gray text #505050 on picture background is 3.75:1. • Orange (#fc8200) link text against white and gray. • White text on orange buttons (shopping cart and alerts in global nav). • Buttons with white text on orange (#fc8200) background.

Workarounds and User Tips 🔧

Users can disable styles or apply their own style sheets that can show their own preferred color contrast values.

WCAG 2.1 1.4.4 Resize Text

Text can be enlarged up to 200% without loss of functionality.
Level AA W3C Guideline

Supports

OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✘
• Upon high levels of text magnification, site reverts to the mobile view. This view remains accessible to mouse and keyboard users. • Multiple column layouts become are responsive, becoming two-column, and single-column layouts as text magnification increases.	No violations found by evaluators

Workarounds and User Tips 🔧

• Text magnification options can be found in all browser options.
• When using browser zoom, left side navigation and top navigation collapse down into expandable "hamburger menus".

WCAG 2.1 1.4.5 Images of Text

Text is used rather than images of text.
Level AA W3C Guideline

Supports
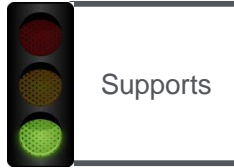
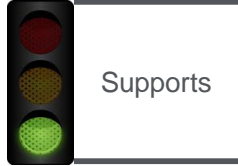| OVERALL RATING: Supports	
Examples of Supports ✔️	**Examples of Does Not Support** ❌
• No images of text are used on Evolve other than product logos like VitalSource or YouTube.	No violations found by evaluators

Workarounds and User Tips 🔧

None

WCAG 2.1 1.4.10 Reflow

When page is zoomed, content adapts with scrolling in only one direction.
Level AA W3C Guideline

Supports

OVERALL RATING: Supports

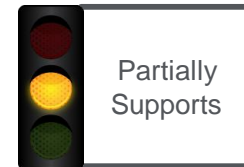| Examples of Supports ✔	Examples of Does Not Support ✘
All pages in Evolve can be browser zoomed to 400% without any horizontal scrolling.	No violations found by evaluators

Workarounds and User Tips 🔧

WCAG 2.1 1.4.11 Non-Text Contrast

Visual objects must have a contrast ratio of 3:1 against adjacent color(s).
[Level AA W3C Guideline](#)

Partially Supports

OVERALL RATING: Partially Supports

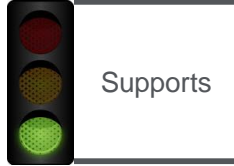| Examples of Supports ✔	Examples of Does Not Support ❌
Gray (#737373) icons such as alerts and shopping cart pass on white background at 4.7:1. Selected orange (#E9711C) buttons (Starred content) passes on white background at 3.07:1. Blue (#007398) icons such as information, view pass on white background at 5.4:1. Light blue (#009ECE) icons (person, i) pass on white background at 3.1:1. Blue (#007398) buttons on white background passes at 5.38:1.	Gray (#CECECE) select and text input border on white background fails at 1.57:1. Gray (#CCCCCC) close window button on white background fails at 1.6:1. Gray (#EEEEEE) dialog window border on white background fails at 1.16:1. Gray (#969696) checkbox borders, social media icons, and close buttons on white background fails at 2.96:1. Orange (#FF8200) focused input border on white background fails at 2.49:1. Orange (#FF8200) buttons on white background fails at 2.49:1.

Workarounds and User Tips 🔧

Users can disable style sheets or use operating system high contrast settings to increase contrast throughout the application.

WCAG 2.1 1.4.12 Text Spacing

Text-based CSS settings can be changed to certain minimum values without loss of content or functionality.

Level AA W3C Guideline

Supports

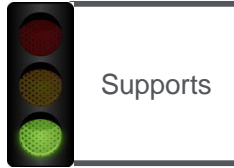| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
Using the text spacing bookmarklet across core pages, the layout remained intact with no clipping, overlaying, or loss of functionality. The bookmarklet applies the W3C 1.4.12 criteria: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size.	No violations found by reviewers.
Workarounds and User Tips	
None	

WCAG 2.1 1.4.13 Content on Hover or Focus

Content that appears on mouse hover or keyboard focus must be dismissible, hoverable, and persistent.
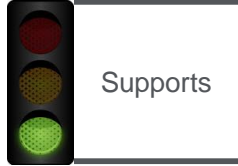
Level AA W3C Guideline

Supports

OVERALL RATING: Supports *(no content to which this success criterion applies)*
• Evolve does not provide any content which appears on mouse hover or keyboard focus.

WCAG 2.1 2.1.1 Keyboard

All functionality is available from a keyboard.
Level A W3C Guideline

Supports

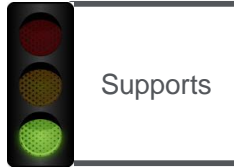| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• Nearly all primary functionality in Evolve is operable using the keyboard alone. • The Evolve Link frame (within a 3rd party tool like Canvas) provides keyboard operable selection of courses.	No violations found by reviewers.

Workarounds and User Tips 🔧

• Keyboard sighted users may need to use the left right arrow keys to scroll horizontally on the Evolve Link page.

WCAG 2.1 2.1.2 No Keyboard Trap

User does not become trapped on any elements when using the keyboard.
Level A W3C Guideline

Supports

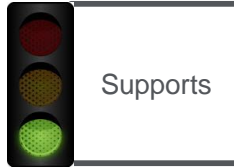| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• There are no keyboard traps on Evolve.	

Workarounds and User Tips 🔧

WCAG 2.1 2.1.4 Character Key Shortcuts

Single character key shortcuts can either be turned off, remapped, or are only active when the shortcut for a UI component has focus.
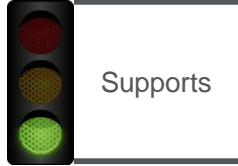
Level A W3C Guideline

Supports

OVERALL RATING: Supports *(no content to which this success criterion applies)*
• Evolve does not provide any single character key shortcuts.

WCAG 2.1 2.2.1 Timing Adjustable

Users are warned of time limits and time limits can be turned off or extended.
[Level A W3C Guideline](#)

Supports

OVERALL RATING: Supports	
Examples of Supports ✔️	**Examples of Does Not Support** ❌
Users who login and are idle for 3-hours causes a popup to appear: "You appear to be idle" Selecting the OK button will extend the session. If users time out, they will be redirected to the login page.	

Workarounds and User Tips 🔧

If the session timeout happens while in Canvas using the Link Resource from External Tool, An Evolve login page will appear within a frame.
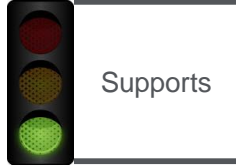
If users see session timeout page in Evolve, hit the browser back button to refresh the last place in the course.

Users should login and start from Evolve rather than trying to login to the Evolve frame in Canvas.

WCAG 2.1 2.2.2 Pause, Stop, Hide

Users can stop, pause, or hide moving or scrolling information.
[Level A W3C Guideline](#)

Supports

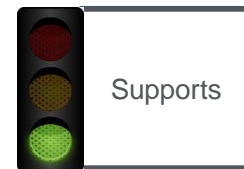| OVERALL RATING: Supports *(no content to which this success criterion applies)* |
|---|
| • Evolve does not contain any moving, blinking, scrolling, or auto-updating content, so the success criterion is satisfied according to the [W3C's Understanding Conformance.](#) |

WCAG 2.1 2.3.1 Three Flashes or Below Threshold

No more than three flashes in a 1-second period.

[Level A W3C Guideline](#)

Supports

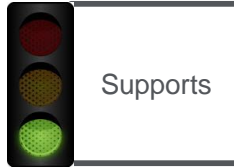| OVERALL RATING: Supports *(no content to which this success criterion applies)* |
|---|
| • Evolve does not contain any content that flashes, so the success criterion is satisfied according to the [W3C's Understanding Conformance.](#) |

WCAG 2.1 2.4.1 Bypass Blocks

Users can bypass repetitive blocks of content, such as navigation menus.
Level A W3C Guideline

Supports

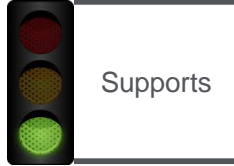| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✘
• Evolve provides a visible Skip to Main Content link. • Many headings exist on all pages to allow for screen reader users to utilize heading navigation. • Landmarks are applied in many areas to allow for landmark navigation by screen readers, for example to skip to the main content. • Items are cast as lists allowing for screen reader list navigation. • Content is in HTML which allows skipping using the browser find or virtual find feature in a screen reader.	No violations found by reviewers

Workarounds and User Tips 🔧

Screen reader users (e.g. JAWS) can utilize headings navigation, landmark navigation, lists navigation, link navigation, etc. as ways to bypass repetitive links.

WCAG 2.1 2.4.2 Page Titled

The page has a title describing its topic or purpose.
[Level A W3C Guideline](#)

Supports

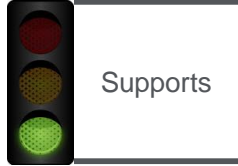| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• Evolve Login page is "Login | Evolve". • Evolve home page is "Faculty – Shop Online for Elsevier Products – Evolve" • Welcome Page <title> reflects the student versus instructor views. • My Evolve page is "My Evolve – Evolve" • Product pages include the name of the product. • LTI content pages provide, e.g. "Evolve Resources for Basic Pharmacology for Nurses, 16th Edition - My Evolve"	No violations found by reviewers

Workarounds and User Tips 🔧

Screen reader users (e.g. JAWS) can bring up titles of web pages using INSERT + T.
H1 headings are in place to help determine the purpose of a page.

WCAG 2.1 2.4.3 Focus Order

Users can tab through the elements of a page in a logical order.
Level A W3C Guideline

Supports

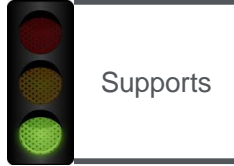| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• A logical keyboard focus order is maintained throughout nearly all of Evolve. • Focus is set to and trapped within dialog windows appropriately (e.g. Rename a folder). • Items that open/close dynamically (Search,	No violations found by reviewers.

Workarounds and User Tips 🔧
None

WCAG 2.1 2.4.4 Link Purpose (In Context)

The purpose of each link can be determined from the link text or context.
Level A W3C Guideline

Supports

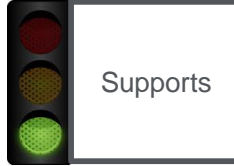| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• Links provide a description of the destination or the action. • For example resource links provide the name of the resource. • For example global nav links such as My Evolve. • For example "Student Resources" on a product my content page.	No violations found by reviewers

Workarounds and User Tips 🔧

Use screen reader commands such as INSERT + F7 in JAWS to bring up lists of links.

WCAG 2.1 2.4.5 Multiple Ways

More than one way is available to navigate to other web pages.
Level AA W3C Guideline

Supports

OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• Products in the catalog can be located by searching on either (title, ISBN, author, or keyword) or by Browse by Discipline. • Help links are offered both in the main header and from the footer. • Account features (Account settings, change password, logout) are available from the global nav and from the footer.	No violations found by evaluators.

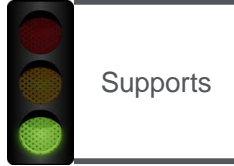## Workarounds and User Tips 🔧

• Users are able to bookmark any page, product screen, account settings page because Evolve utilizes well formed URLs.
• Users can utilize the My Content and folder features to provide an organized view of their courses.

WCAG 2.1 2.4.6 Headings and Labels

Headings and labels are clear, consistent, and accurate.
Level AA W3C Guideline

Supports

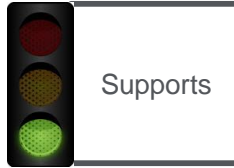| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• When headings and labels are provided they are descriptive, concise, and accurate across Evolve. • For example when on an Evolve Resources page the name of the product is identified in the H1 heading. • Each section of content within Evolve is supplemented by an associated descriptive heading. • Lists of products are displayed consistently across Evolve. • Form field labels are clear.	No violations found by evaluators

Workarounds and User Tips 🔧

Screen reader users can bring up a list of headings or form fields for the page. Descriptive headings and labels will make this list discernable.

WCAG 2.1 2.4.7 Focus Visible

All interactive elements on a page have a visible focus indicator.
[Level AA W3C Guideline](#)

Supports

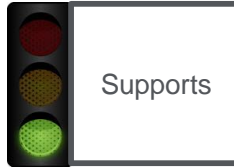| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• Global navigation elements, form fields, and buttons receive an color inversion change on focus. • Text links get underlined on focus and receive the browser default outline. • Buttons and form elements change color and receive a border on focus.	No violations found by reviewers

Workarounds and User Tips 🔧

• If keyboard users are having trouble identifying links, disable style sheets or apply a custom style sheet which provides stronger indication (e.g. underlined) links.
• Links are always identified with an underline if users hover or tab to a link.

WCAG 2.1 2.5.1 Pointer Gestures

If complex gestures exist, a single touch or click alternative must be given.
[Level A W3C Guideline](#)

Supports

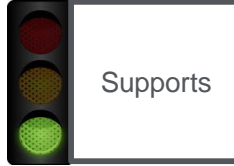| OVERALL RATING: Supports *(no content to which this success criterion applies)* |
|---|
| • Evolve does not contain any inputs or interactions which require complex gestures. |

WCAG 2.1 2.5.2 Pointer Cancellation

Allow users to recover from accidental pointer input (touch screen taps, mouse clicks).

Level A W3C Guideline

Supports

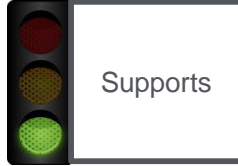| OVERALL RATING: Supports	
Examples of Supports ✓	**Examples of Does Not Support** ✗
Links and buttons are activated on the Up event not down event. This means if users click or tap a button and want to abort, they can simply move the mouse away from the link or button. Or they can move their finger on a touchscreen away from the selected link or button to abort.	No violations found by reviewers.

Workarounds and User Tips 🔧

WCAG 2.1 2.5.3 Label in Name

For user interface components with visible text, ensure that the accessible name includes the visible text.

Level A W3C Guideline

Supports

OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
Most every user interface component with visible text has an accessible name that matches or includes the visible text, for instance the "Menu" button in the mobile view global navigation. Text links such as product names have an accessible name that matches the visible text exactly. Form elements such as filter by product type checkboxes and buttons provide a form label (accessible name) matching the visible text label.	No violations found by reviewers

Workarounds and User Tips 🔧

WCAG 2.1 2.5.4 Motion Actuation

Motion input (shaking, orientation change, tilting, etc.) must be accompanied by another means of input (such as a button)
Level A W3C Guideline
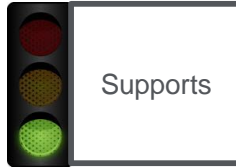
Supports

OVERALL RATING: Supports *(no content to which this success criterion applies)*
• Evolve does not have any features which require motion input.

WCAG 2.1 3.1.1 Language of Page

The language of the web page is specified.

Level A W3C Guideline

Supports
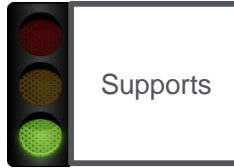
OVERALL RATING: Supports	
Examples of Supports ✔️	**Examples of Does Not Support** ❌
All pages in Evolve provide a page language, lang="EN"	No violations found by reviewers

Workarounds and User Tips 🔧

WCAG 2.1 3.1.2 Language of Parts

The language of passages of text that differ from the default are specified.
Level AA W3C Guideline
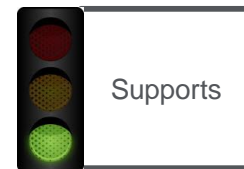
Supports

OVERALL RATING: Supports (NA)	
Examples of Supports ✔	**Examples of Does Not Support** ✘
All web content in Evolve is English and therefore there are no changes in page language.	N/A

Workarounds and User Tips 🔧

None
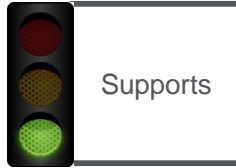
WCAG 2.1 3.2.1 On Focus

Elements that receive focus do not cause unexpected changes in context.
Level A W3C Guideline

Supports

OVERALL RATING: Supports	
Examples of Supports ✓	**Examples of Does Not Support** ✗
• No components trigger changes in context when they receive focus.	No violations found by evaluators

Workarounds and User Tips 🔧

None

WCAG 2.1 3.2.2 On Input

Changing an input or UI element does not cause unexpected changes.
Level A W3C Guideline

Supports
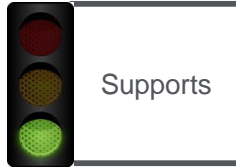
OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
Changing the user interface inputs/UI elements does not cause unexpected changes.	

Workarounds and User Tips 🔧

Sort by drop downs refresh the display upon change of value.
Keyboard users should use alt + up arrow or alt + down arrow to review all select values before selecting the desired sort order.

WCAG 2.1 3.2.3 Consistent Navigation

Navigation menus are in the same location and order on all pages.
Level AA W3C Guideline

Partially
Supports

OVERALL RATING: Partially Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• A main landmark consistently marks the main content of pages.	On My Evolve, the search buttons and cart buttons are not present as in the other pages. The order of the remaining global nav items remains consistent across all pages. NOTE: When users select a product from My Content, users enter Evolve link (litcontenttool.elsevier.com). These pages are a lite version of the global navigation and only include the Evolve logo, the user's name, and a "My Content" link back to the Main Evolve site. There is also a search resources feature that is specific to the selected product.

Workarounds and User Tips 🔧
Screen reader users may navigate directly to search or to the main content using regions navigation.

WCAG 2.1 3.2.4 Consistent Identification

UI components used across all pages are identified consistently.
[Level AA W3C Guideline](#)

Supports

OVERALL RATING: Supports	
Examples of Supports ✔️	**Examples of Does Not Support** ❌
• UI components are consistent across pages.	No violations found by reviewers

Workarounds and User Tips 🔧
None

WCAG 2.1 3.3.1 Error Identification

Input errors are clearly marked and described to the user.
Level A W3C Guideline

Partially
Supports
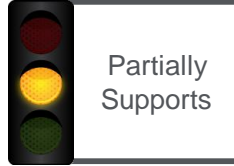
OVERALL RATING: Partially Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✘
• Error messages on the shopping cart promotion code entry are shown with an icon, colored box, and the word "Error!". • Errors on the account settings pages are indicated through text apearing underneath the field, prefaced with "Error", and an aria-alert indicating the error that needs correction. • Create an Account page and Edit Account provides an alert summarizing the numbers of errors found in form submission, e.g. "2 error(s) should be corrected".	• Errors in promotion code entry, access code entry, and on Create an Account need to be associated with the form input using aria-describedby or through label encapsulation.

Workarounds and User Tips 🔧
None

WCAG 2.1 3.3.2 Labels or Instructions

Items requiring user input are clearly labeled or have clear instructions.
Level A W3C Guideline

Supports
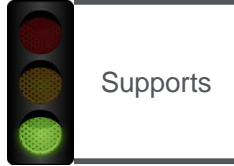
OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• Input elements are programmatically labeled. (e.g. Create an Account text inputs and radio buttons). • Password field programmatically includes password length requirement in the form label. • Search provides a label indicating what users can search, e.g. "Search for products and resources by ISBN, author, title, or keyword". • Create an account provides a label "All fields are required". • Create an account and other user account input fields have required to denote mandatory fields.	No violations found by reviewers.
Workarounds and User Tips 🔧	
None	

WCAG 2.1 3.3.3 Error Suggestion

When a user makes an input error, give suggestions for valid input.
[Level AA W3C Guideline](#)

Supports

OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✘
• The error messages given in the Login and Register pages serve as acceptable error suggestions. • For example a user who does not have a valid email address will get "User E-mail address may be invalid." • Required fields that are left blank will result in an error message indicating that the field must be completed. • Password guidelines which are not met clearly state acceptable lengths of passwords. Additionally there is a link to the password guidelines page adjacent to the password input field.	No violations found by evaluators

Workarounds and User Tips 🔧

None
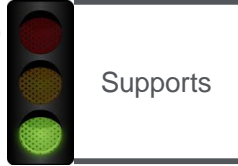
WCAG 2.1 3.3.4 Error Prevention (legal, financial, data)

Supports

For web pages with legal or financial commitments, users can review and correct information.

Level AA W3C Guideline

OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• The Shopping cart feature provides a way to review and modify a purchase before submitting. • User account data such as name, email, and address information at any time by logging in and going to Account Settings.	No violations found by evaluators

Workarounds and User Tips 🔧
None

WCAG 2.1 4.1.1 Parsing

Use valid, error-free HTML, including unique element IDs.
[Level A W3C Guideline](#)

Supports
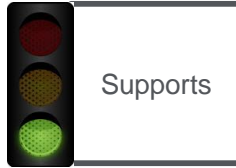
OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✘
The application does well on the following 4 criteria except for a few exceptions noted. • Elements have complete start and end tags. • Elements are nested according to their specifications. • Elements do not contain duplicate attributes. • IDs are unique.	No violations found by evaluators

Workarounds and User Tips 🔧

None

WCAG 2.1 4.1.2 Name, Role, Value

The name, role, and value of all UI elements can be programmatically determined.
Level A W3C Guideline

Partially
Supports

OVERALL RATING: Partially Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• Elements that hide/show (global nav search, left side folder/filter buttons) provide aria-expanded to indicate expanded or collapsed content to AT. • Dialog windows use aria roles appropriately. • Aria landmark roles are in extensive use on all pages, including banner, main, navigation. • My Evolve folders are buttons, labelled as folders, and indicate selected state. • Menu popups (three dots) are buttons, labelled with View Actions, and indicate expanded or collapsed state.	Shopping cart items number and Alerts number in the global nav are not announced to AT.
Workarounds and User Tips 🔧	

WCAG 2.1 4.1.3 Status Messages

Status Messages must be available to AT such as screen readers (using e.g. alert or dialogs). This does not include context changes.

Level AA W3C Guideline

Partially Supports
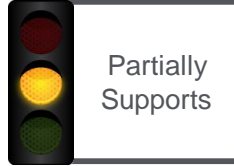
OVERALL RATING: Partially Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
Error messages for invalid redeem access codes and promotion codes are announced to screen readers using role="alert". Error messages for invalid user profile inputs, e.g. missing required fields or a confirm password that does not match or conform to the password requirements.	The message that provides the dynamic number of results after selecting a filter should be an aria live region, e.g. aria-live="assertive".

Workarounds and User Tips 🔧

US 508: Chapter 3: Functional Support Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Evolve User Interface is compatible with screen readers such as JAWS, NVDA.
302.2 With Limited Vision	Supports	Style sheets separate presentation from content. Personal style sheets and Operating System contrast can be applied. Browser Zoom to 200% and Screen magnification apps are supported.
302.3 Without Perception of Color	Supports	Evolve does not require color perception.
302.4 Without Hearing	Supports	Evolve itself only provides video with help tutorials which are captioned. Individual courses on Evolve would be covered by a separate VPAT.
302.5 With Limited Hearing	Supports	Independent volume control is present for video content.
302.6 Without Speech	Supports	Evolve does not require speech input. Customer support offers live text chat or email.
302.7 With Limited Manipulation	Supports	Evolve provides labels to make form controls easier to select. Most elements have an accessible name and can be operated using speech input.
302.8 With Limited Reach and Strength	Supports	Does not apply
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Evolve offers compatibility with text to speech (e.g. Read and Write Gold). Articles are provided with summaries to highlight main points in simple English. Book content is broken up into smaller sections. Screen may be magnified using browser zoom to simplify user interface into mobile view.

US 508: Chapter 6: Support Documentation and Services

508 Criterion	Conformance Level	Remarks and Explanations
602 Support Documentation	**N/A**	Heading cell – no response required
602.2 Accessibility and Compatibility Features		**Supports**
602.3 Electronic Support Documentation	**N/A**	Heading cell – no response required
602.3.1 Documentation is WCAG 2 Conformant		**Partially Supports**
602.3.2 Alternate Formats		**Supports**
603 Support Services	**N/A**	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		**Supports**
603.3 Accommodation of Communication Needs		**Supports**

This section references the Evolve Support Center at:
https://service.elsevier.com/app/overview/evolve/

508 602.2 Accessibility and Compatibility Features

Documentation shall list and explain how to use the accessibility and compatibility features.
508 Chapter 6

Supports
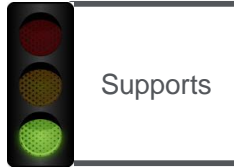
OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✘
• This VPAT document provides descriptions of accessibility features as well as work arounds and user tips for users of assistive technology. • Details on accessibility features grouped by functional area (e.g. Screen Reader, Keyboard) are on the web accessibility support page: https://service.elsevier.com/app/answers/detail/a_id/11544/kw/accessibility/c/10543/supporthub/evolve/	No violations found by evaluators

Workarounds and User Tips 🔧

• Send an email to accessibility@elsevier.com for any additional questions on accessibility and assistive technology compatibility features.

508 602.3 Electronic Support Documentation
602.3.1 WCAG Conformant

Documentation in electronic format shall conform to all Level A and Level AA
[508 Chapter 6](#)

Partially
Supports

OVERALL RATING: Partially Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• The Evolve Support Center is a set of searchable HTML pages organized by topic. • Pages conform to WCAG 2.1 A and AA support with only a few exceptions noted on the next slide.	• Exceptions can be found on the next page of WCAG requirements.

Workarounds and User Tips 🔧

- The helps system is called the Evolve Support Center: https://service.elsevier.com/app/home/supporthub/evolve/
- Send an email to accessibility@elsevier.com for any additional questions on accessibility and assistive technology compatibility features.

Evolve Support Center - 602.3.1 Documentation is WCAG 2 Conformant

WCAG 2.1 Success Criterion	Level	Evaluation	Remarks
1.1.1 Non-text Content	A	Supports	Hamburger has alt text, Video tutorials have PDF equivalents.
1.2.1 Audio-only and Video-only (Prerecorded)	A	Supports (N/A)	There are no audio-only or video-only within the support web pages.
1.2.2 Captions (Prerecorded)	A	Supports	Tutorial videos provide captioning.
1.2.3 Audio Description or Full Text Alternative	A	Supports	Tutorial videos are accompanied by PDF guides describing procedures.
1.2.4 Captions (Live)	AA	Supports (N/A)	No live video exists
1.2.5 Audio Description	AA	Does Not Support	Video tutorials have captions but not audio description
1.3.1 Info and Relationships	A	Supports	Landmarks, Headings, lists, and labels are used appropriately
1.3.2 Meaningful Sequence	A	Supports	Content has a meaningful reading order and is read fine by screen readers
1.3.3 Sensory Characteristics	A	Supports	Content does not rely on sensory characteristics such as color or shape
1.3.4 Orientation	AA	Supports	SupportHub is not locked in portrait or landscape
1.3.5 Identify Input Purpose	AA	Supports	Contact support page provides autocomplete attributes such as given-name
1.4.1 Use of Color	A	Supports	Links within text paragraphs are underlined.
1.4.2 Audio Control	A	Supports (N/A)	There is no audio that auto-plays
1.4.3 Contrast (Minimum)	AA	Partially Supports	All text is at least 4.5:1 against background, except orange focused links
1.4.4 Resize text	AA	Supports	The user interface is fully usable when zoomed 200%
1.4.5 Images of Text	AA	Supports	Only logos utilize images of text.
1.4.10 Reflow	AA	Supports	The user interface only scrolls vertically when zoomed 400%
1.4.11 Non-Text Contrast	AA	Partially Supports	External upright arrow on links, search input borders
1.4.12 Text Spacing	AA	Supports	No issues when using the Text Spacing Bookmarklet
1.4.13 Content on Hover or Focus	AA	Supports (N/A)	No content appears on hover or on focus
2.1.1 Keyboard	A	Supports	All interactive content is keyboard operable
2.1.2 No Keyboard Trap	A	Supports	No keyboard traps exist.
2.1.4 Character Key Shortcuts		Supports (N/A)	No character key shortcuts exist.
2.2.1 Timing Adjustable	A	Supports (N/A)	No timeouts exist
2.2.2 Pause, Stop, Hide	A	Supports (N/A)	No videos auto play
2.3.1 Three Flashes or Below Threshold	A	Supports (N/A)	There is no flashing content
2.4.1 Bypass Blocks	A	Supports	Has a Skip to main/search. Supports navigation by landmarks, headings, lists.
2.4.2 Page Titled	A	Supports	Page titles include page name and system name
2.4.3 Focus Order	A	Supports	Focus order is logical throughout
2.4.4 Link Purpose (In Context)	A	Partially Supports	Purpose of links can be determined, except upright arrow meaning.
2.4.5 Multiple Ways	AA	Supports	Content is available through search or browse
2.4.6 Headings and Labels	AA	Supports	Headings and labels are clear and consistent
2.4.7 Focus Visible	AA	Supports	Links/buttons change color or get browser default focus ring
2.5.1 Pointer Gestures	A	Supports (N/A)	There are no complex input gestures required such as pinch and zoom
2.5.2 Pointer Cancellation	A	Supports	
2.5.3 Label in Name	A	Supports	Labels of interactive elements are the same as the visible HTML text
2.5.4 Motion Actuation	A	Supports (N/A)	No functionality responds to motion input such as shake
3.1.1 Language of Page	A	Supports	Page language is defined on the HTML element

WCAG 2.1 Success Criterion	Level	Evaluation	Remarks
3.1.2 Language of Parts	AA	Supports (N/A)	All content is in English
3.2.1 On Focus	A	Supports	No examples of unexpected actions on focus
3.2.2 On Input	A	Supports	No examples of changes of context based upon setting of UI components
3.2.3 Consistent Navigation	AA	Supports	Navigation, search, and related content is consistent across pages
3.2.4 Consistent Identification	AA	Supports	Components with the same functionality are identified consistently
3.3.1 Error Identification	A	Supports	Contact support errors have an alert for assistive technologies
3.3.2 Labels or Instructions	A	Partially Supports	Email, Chat inputs have proper labels. Issue with title field and a fieldset
3.3.3 Error Suggestion	AA	Supports	Error messages indicate which fields are required.
3.3.4 Error Prevention (Legal, Financial, Data)	AA	Supports (N/A)	No web pages in support that cause legal commitments et al.
4.1.1 Parsing	A	Supports	No violations
4.1.2 Name, Role, Value	A	Partially Supports	Most elements have name, role, value with the exception of the show/hide
4.1.3 Status Messages	AA	Supports	Contact us form provides alerts when required fields are left blank

508 602.3 Electronic Support Documentation
602.3.2 Alternate Formats

Alternate Formats shall be provided upon request
[508 Chapter 6](#)

Supports
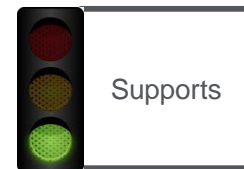
OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✘
• The searchable support documentation consists of: What's new, Orders & Renewals, Access, Onboarding, Training, Using the Product, Content, and Top 10 FAQs. • Alt formats that can be generated include: PDF, HTML, and Word.	No violations found by evaluators

| Workarounds and User Tips 🔧 |
|---|
| The ElsevierStudentLife YouTube channel provides captioned video tutorials around Evolve products: https://www.youtube.com/channel/UCdcFa4YrMUldhEvu2LVT0Mg
Example topics include: How to redeem your Elsevier access code,
How to Use Evolve Resources for Saunders Comprehensive Review for NCLEX.

Send an email to accessibility@elsevier.com to request alternate formats for documentation or for any additional questions on accessibility and assistive technology compatibility features. |
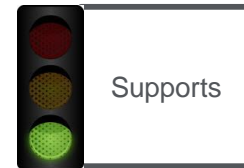
508 603.2 Info on A11y and Compatibility Features

When ICT support services provide documentation, materials shall conform to 602.3
[508 Chapter 6](#)

Supports

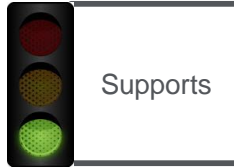| OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖
• This document describes information on the accessibility and compatibility features. • The Product Accessibility Statement with a description of accessibility features can be found at: https://service.elsevier.com/app/answers/detail/a_id/11544/kw/accessibility/supporthub/evolve/ • Our company provides web accessibility fundamentals courses for staff to learn about people with disabilities and digital accessibility topics. • We also provide a voluntary structured belting program whereby staff can advance through a more rigorous accessibility training.	No violations found by evaluators

Workarounds and User Tips 🔧

Send an email to accessibility@elsevier.com for any additional questions on accessibility and assistive technology compatibility features.

508 603.3 Accommodation of Communication Needs

When ICT support services provide documentation, materials shall conform to 602.3

[508 Chapter 6](#)

Supports

OVERALL RATING: Supports	
Examples of Supports ✔	**Examples of Does Not Support** ✖

• Users can contact the help desk through:
  • Email (web form)
  https://service.elsevier.com/app/contact/supporthub/evolve/
  • Chat (web interface)
  https://service.elsevier.com/app/chat/chat_launch/supporthub/evolve/
  • Phone
  +1 800 222 9570 (toll free for US & Canadian customers)
	No violations found by evaluators

Workarounds and User Tips 🔧

The Support center main page can be found at:
https://service.elsevier.com/app/home/supporthub/evolve/

Send an email to accessibility@elsevier.com for any additional questions on accessibility and assistive technology compatibility features.

For alternative file requests for books, complete the Disability Webform or email: stl.archive@elsevier.com.

To Learn More About Elsevier Accessibility

- Evolve and Other Elsevier Product Accessibility Information and VPATs
- ScienceDirect Accessibility Product Page
- The ScienceDirect accessibility journey: A case study.
- CSUN Conference Presentation on Article of the Future
- Elsevier Accessibility Checklist: http://romeo.elsevier.com/accessibility_checklist/

- Elsevier Company Accessibility Policy
- Contact accessibility@elsevier.com for support or to join the Elsevier accessibility collaboration group.
- Why Web Accessibility is the new Usability