



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 2.0 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	<ul style="list-style-type: none">• 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.

Product Information and Scope

Name of Product	Evolve
URL	https://evolve.elsevier.com
Date of Last Evaluation	6 December 2019
Completed by	Ted Gies, Jay Nemchik Elsevier Digital Accessibility Team
Contact for More Information	Ted Gies User Experience 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 Wave toolbar Axe plugin for Firefox
Guidelines Used to Complete this VPAT	W3C WCAG 2.0 http://www.w3.org/TR/WCAG20/ 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 conform with level A and AA checkpoints of the WCAG 2.0 (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 2.0. There is only 1 Does Not Support for 2.2.1 (Timing Adjustable) which refers to the Session Timeout of 30-60 minutes. The distribution WCAG 2.0 Supports, Supports with Exceptions, and Does Not Support is shown in the below table.

WCAG 2.0 Level	Supports/ Pass	Supports with exceptions	Does not Support
A (25 total)	13	11	1
AA (13 total)	11	2	0
Total	24	13	1

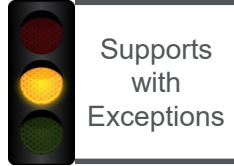
Evolve WCAG 2.0 Individual Guideline Conformance

WCAG 2.0 Success Criterion	Level	Evaluation
1.1.1 Non-text Content	A	Supports with Exceptions
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	Supports with Exceptions
1.3.2 Meaningful Sequence	A	Supports
1.3.3 Sensory Characteristics	A	Supports with Exceptions
1.4.1 Use of Color	A	Supports with Exceptions
1.4.2 Audio Control	A	Supports (N/A)
1.4.3 Contrast (Minimum)	AA	Supports with Exceptions
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	Supports with Exceptions
2.4.2 Page Titled	A	Supports with Exceptions
2.4.3 Focus Order	A	Supports with Exceptions
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	Supports with Exceptions
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	Supports with Exceptions
3.2.4 Consistent Identification	AA	Supports
3.3.1 Error Identification	A	Supports with Exceptions
3.3.2 Labels or Instructions	A	Supports with Exceptions
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 2.0 1.1.1 – Non-text Content

Provide text alternatives for non-text content (e.g. images).

Level A W3C Guideline



OVERALL RATING: Supports with exceptions

Examples of Supports

- 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.

Examples of Does Not Support

- 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.)

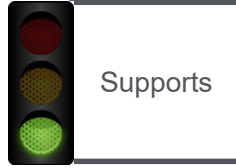
Workarounds and User Tips

- 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 2.0 1.2.1 – Audio-only and Video-only (Prerecorded)

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

Level A W3C Guideline



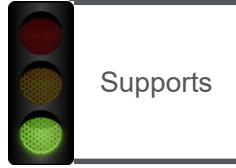
OVERALL RATING: Supports (*no content to which this success criterion applies*)

- 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 2.0 1.2.2 – Captions (Prerecorded)

Provide captions for pre-recorded video with audio.

Level A W3C Guideline



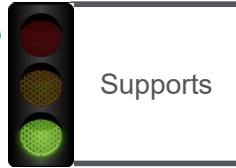
OVERALL RATING: Supports (*no content to which this success criterion applies*)

- 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 2.0 1.2.3-Audio Description or Media Alternative

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

Level A W3C Guideline



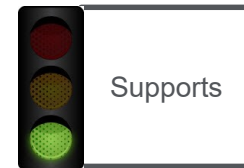
OVERALL RATING: Supports (*no content to which this success criterion applies*)

- 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 2.0 1.2.4 Captions (Live)

Captions are provided for all live audio content in synchronized media.

[Level AA W3C Guideline](#)



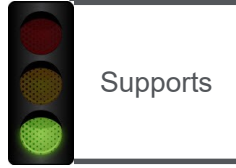
OVERALL RATING: Supports (*no content to which this success criterion applies*)

- Evolve does not contain any live video content.

WCAG 2.0 1.2.5 Audio Description (Prerecorded)

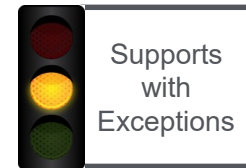
Audio description is provided for prerecorded videos in synchronized media.

Level AA W3C Guideline



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 2.0 1.3.1 Info and Relationships

Information, structure, can be programmatically determined.

Level A W3C Guideline

OVERALL RATING: Supports with Exceptions

Examples of Supports

- Well-constructed landmarks are used on all pages.
- Headings are used well on all pages.
- Groups of related links are contained in unordered or ordered lists for example on the Instructor Resource page.
- Form inputs have labels.
- Form fields, e.g. on Account settings provide fieldset/legend to markup the form regions.



Examples of Does Not Support

- Lists of products (e.g. search results) need to use headings and lists denoting product rows.
- Choose how to access your content dialog should have a role="form" but should have role="dialog".
- The product page does not have a <h1> heading.
- Content Library resources pages lack headings.
- On Welcome to Evolve the search field and redeem access code fields do not have <label> elements.
- The My Cart provides a set of visually ordered fields (e.g. Qty, Price) which are not associated with the correct fields.
- The integration panel (orange box) with "Link Directly to Content with Evolve link" should either have a heading or landmark to denote its significance.
- Some features are not usable with styles disabled such as the hamburger/nav menu. The SVG icons overtake the display on screens like search results.

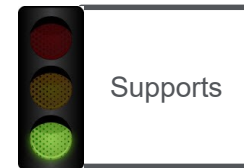
Workarounds and User Tips

- 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 2.0 1.3.2 Meaningful Sequence

The correct reading sequence can be programmatically determined.

Level A W3C Guideline



OVERALL RATING: Supports

Examples of Supports



- 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).

Examples of Does Not Support



Workarounds and User Tips

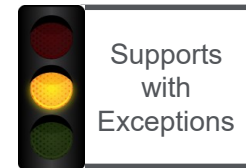


None

WCAG 2.0 1.3.3 Sensory Characteristics

Do not rely on sensory characteristics such as size, visual location, etc.

[Level A W3C Guideline](#)



OVERALL RATING: Supports with exceptions

Examples of Supports ✓

- Evolve overall does not use any content that relies on sensory characteristics alone to communicate information.

Examples of Does Not Support ✗

On My Cart page, sale prices are identified only using CSS styles alone: A larger red font indicates the sale price which is adjacent to the higher price (gray and crossed out text). We need to indicate the original and sale price using something besides styling alone.

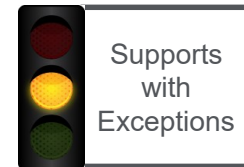
Workarounds and User Tips 🔧

None

WCAG 2.0 1.4.1 Use of Color

Color is not used as the only visual means of conveying information.

Level A W3C Guideline



OVERALL RATING: Supports with Exceptions

Examples of Supports

- 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.
- My Evolve active folders are identified using orange color and text underline.

Examples of Does Not Support

- Some error messages are identified using only red color, e.g. for redeeming an access code.
- 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 text links (e.g. Download step-by-step instructions) which do not have enough contrast with surrounding gray text. Same for the blue “here” link under Browser Alert for IE 11.

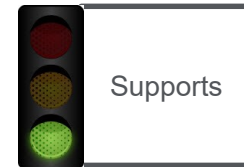
Workarounds and User Tips

- 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 2.0 1.4.2 Audio Control

Audio can be paused and stopped, or the audio volume can be changed.

Level A W3C Guideline



OVERALL RATING: Supports

- 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 2.0 1.4.3 Contrast (Minimum)

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

Level AA W3C Guideline



OVERALL RATING: Supports with Exceptions

Examples of Supports

- Blue links (#007398) that passes contrast ratios on a white background.
- Dark grays text used on most pages (#737373 and #505050) which both pass contrast ratios on a white background.

Examples of Does Not Support

- Gray (#77777) Global nav links, footer links, My Evolve Folder links)
- Gray (#969696) Footer links.
- Gray placeholder text “Search for products and resources”.
- Welcome page gray text #505050 on picture background is 3.75:1.
- Orange (#ff8200) link text against white and gray.
- White text on orange (shopping cart and alerts in global nav).
- Buttons with white text on orange (#ff8200) background.

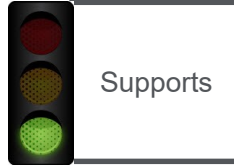
Workarounds and User Tips

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

WCAG 2.0 1.4.4 Resize Text

Text can be enlarged up to 200% without loss of functionality.

Level AA W3C Guideline



OVERALL RATING: Supports

Examples of Supports

- 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.

Examples of Does Not Support

No violations found by evaluators

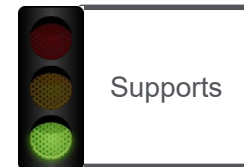
Workarounds and User Tips

- 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 2.0 1.4.5 Images of Text

Text is used rather than images of text.

[Level AA W3C Guideline](#)



OVERALL RATING: Supports

Examples of Supports ✓

- No images of text are used on Evolve other than product logos like VitalSource or YouTube.

Examples of Does Not Support ✗

No violations found by evaluators

Workarounds and User Tips 🔧

None

WCAG 2.0 2.1.1 Keyboard

All functionality is available from a keyboard.

Level A W3C Guideline



OVERALL RATING: Supports with Exception.

Examples of Supports

- 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.

Examples of Does Not Support

The Choose how to access your content or product form (dialog window) has gray info icons which are only displayed by using mouse hover.

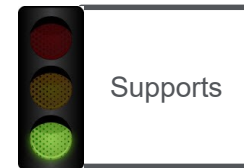
Workarounds and User Tips

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

WCAG 2.0 2.1.2 No Keyboard Trap

User does not become trapped on any elements when using the keyboard.

[Level A W3C Guideline](#)



OVERALL RATING: Supports

Examples of Supports ✓

- There are no keyboard traps on Evolve.

Examples of Does Not Support ✗

Workarounds and User Tips 🔧



WCAG 2.0 2.2.1 Timing Adjustable

Users are warned of time limits and time limits can be turned off or extended.

Level A W3C Guideline

OVERALL RATING: Does Not Support

Examples of Supports

- None

Examples of Does Not Support

- Evolve has a session time out of 30 to 60 minutes of user idleness.
- The system does not currently alert the user with an option to extend.

Workarounds and User Tips

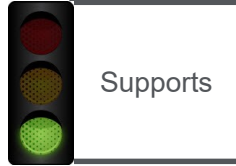
If the session timeout happens while in Canvas using the Link Resource from External Tool, An Evolve login page will appear within a frame.

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

WCAG 2.0 2.2.2 Pause, Stop, Hide

Users can stop, pause, or hide moving or scrolling information.

Level A W3C Guideline



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

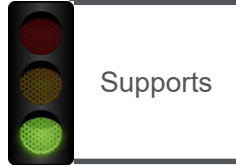
- Evolve does not contain any moving, blinking, scrolling, or auto-updating content, so the success criterion is satisfied according to the [W3C's Understanding Conformance](#).



WCAG 2.0 2.3.1 Three Flashes or Below Threshold

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

[Level A W3C Guideline](#)



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 2.0 2.4.1 Bypass Blocks

Users can bypass repetitive blocks of content, such as navigation menus.

Level A W3C Guideline



OVERALL RATING: Supports with Exceptions

Examples of Supports

- 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.

Examples of Does Not Support

- There is not a skip navigation feature in Evolve

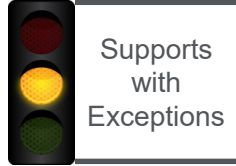
Workarounds and User Tips

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

WCAG 2.0 2.4.2 Page Titled

The page has a title describing its topic or purpose.

Level A W3C Guideline



OVERALL RATING: Supports with Exceptions

Examples of Supports

- 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.

Examples of Does Not Support

Product pages that show resources do not indicate name of product nor Evolve, just “Evolve Content Player”.

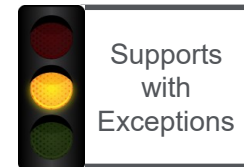
Workarounds and User Tips

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 2.0 2.4.3 Focus Order

Users can tab through the elements of a page in a logical order.

Level A W3C Guideline



OVERALL RATING: Supports with Exceptions

Examples of Supports

- 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,

Examples of Does Not Support

- Selecting Alerts should place focus into the alerts popup.
- Selecting My Evolve when not logged in should place focus in log in dialog.

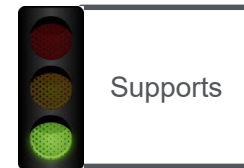
Workarounds and User Tips

None

WCAG 2.0 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



OVERALL RATING: Supports

Examples of Supports

- 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.

Examples of Does Not Support

None

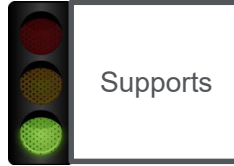
Workarounds and User Tips

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

WCAG 2.0 2.4.5 Multiple Ways

More than one way is available to navigate to other web pages.

Level AA W3C Guideline



OVERALL RATING: Supports

Examples of Supports

- 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.

Examples of Does Not Support

No violations found by evaluators.

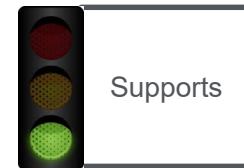
Workarounds and User Tips

- 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 2.0 2.4.6 Headings and Labels

Headings and labels are clear, consistent, and accurate.

Level AA W3C Guideline



OVERALL RATING: Supports

Examples of Supports

- 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.

Examples of Does Not Support

No violations found by evaluators

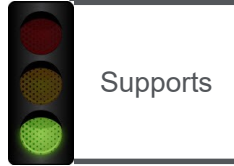
Workarounds and User Tips

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 2.0 2.4.7 Focus Visible

All interactive elements on a page have a visible focus indicator.

Level AA W3C Guideline



OVERALL RATING: Supports

Examples of Supports ✓

- 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.

Examples of Does Not Support ✗

NOTE: Evolve resources main pages (Content Library) have some links which are not keyboard operable and therefore do not have a visible focus indicator.

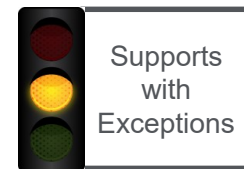
Workarounds and User Tips 🔧

- 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 2.0 3.1.1 Language of Page

The language of the web page is specified.

Level A W3C Guideline



OVERALL RATING: Supports with Exceptions

Examples of Supports

- On Demand Learning content provides lang="en"

Examples of Does Not Support

- My Evolve, Search Results, and Evolve Link pages do not provide a page language.

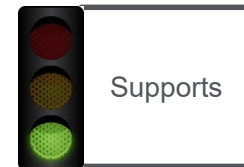
Workarounds and User Tips

Most content is in English where page content should be read fine by a screen reader set to use an English synthesizer.

WCAG 2.0 3.1.2 Language of Parts

The language of passages of text that differ from the default are specified.

[Level AA W3C Guideline](#)



OVERALL RATING: Supports (NA)

Examples of Supports ✓

All web content in Evolve is English and therefore there are no changes in page language.

Examples of Does Not Support ✗

N/A

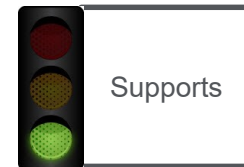
Workarounds and User Tips 🔧

None

WCAG 2.0 3.2.1 On Focus

Elements that receive focus do not cause unexpected changes in context.

Level A W3C Guideline



OVERALL RATING: Supports

Examples of Supports

- No components trigger changes in context when they receive focus.

Examples of Does Not Support

No violations found by evaluators

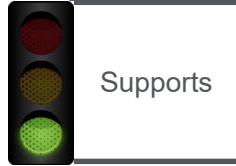
Workarounds and User Tips

None

WCAG 2.0 3.2.2 On Input

Changing an input or UI element does not cause unexpected changes.

[Level A W3C Guideline](#)



OVERALL RATING: Supports

Examples of Supports ✓

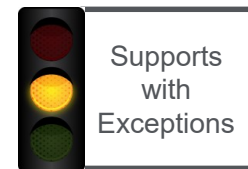
Changing the user interface inputs/UI elements does not cause unexpected changes.

Examples of Does Not Support ✗

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 2.0 3.2.3 Consistent Navigation

Navigation menus are in the same location and order on all pages.

[Level AA W3C Guideline](#)

OVERALL RATING: Supports with exceptions

Examples of Supports

- A main landmark consistently marks the main content of pages.

Examples of Does Not Support

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 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. The page title for these pages is “Evolve Content Player”.

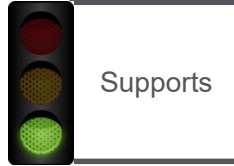
Workarounds and User Tips

Screen reader users may navigate directly to search or to the main content using regions navigation.

WCAG 2.0 3.2.4 Consistent Identification

UI components used across all pages are identified consistently.

[Level AA W3C Guideline](#)



OVERALL RATING: Supports

Examples of Supports ✓

- UI components are consistent across pages.

Examples of Does Not Support ✗

Workarounds and User Tips 🔧

None

WCAG 2.0 3.3.1 Error Identification

Input errors are clearly marked and described to the user.

Level A W3C Guideline



OVERALL RATING: Supports with Exceptions

Examples of Supports

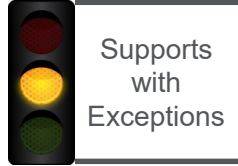
- Error messages on the shopping cart promotion code entry are shown with an icon, colored box, and the word "Error!".
- Errors on the account settings pages are indicated through text appearing underneath the field and an aria-alert indicating the error that needs correction.
- Create an Account page provides an alert when there are errors on the screen.

Examples of Does Not Support

- Errors in promotion code entry and on Create an Account do not indicate overall alert state, e.g. 3 errors should be corrected.
- Errors in promotion code entry and on Create an Account need to be associated with the form input using aria-describedby.

Workarounds and User Tips

None



WCAG 2.0 3.3.2 Labels or Instructions

Items requiring user input are clearly labeled or have clear instructions.

Level A W3C Guideline

OVERALL RATING: Supports with Exceptions

Examples of Supports

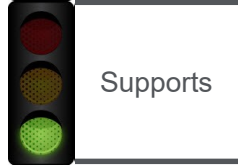
- Input elements are programmatically labeled. (e.g. Create an Account text inputs and radio buttons).
- Create an account provides required to denote mandatory fields.
- Password field programmatically includes password length requirement in the form label.

Examples of Does Not Support

- Global nav quick search button is non labelled.
- Search resources on Evolve Link does not have a form label.
- Welcome page provides a Redeem an Access Code text search label and search instructions that are not programmatically connected to the search input.
- Welcome page provides an access code label and an access code example that are not programmatically connected to the search input.
- My Cart page has several unlabeled form fields.

Workarounds and User Tips

None



WCAG 2.0 3.3.3 Error Suggestion

When a user makes an input error, give suggestions for valid input.

Level AA W3C Guideline

OVERALL RATING: Supports

Examples of Supports ✓

- 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.

Examples of Does Not Support ✗

No violations found by evaluators

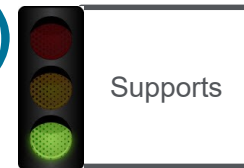
Workarounds and User Tips 🔧

None

WCAG 2.0 3.3.4 Error Prevention (legal, financial, data)

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

[Level AA W3C Guideline](#)



OVERALL RATING: Supports

Examples of Supports

- 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.

Examples of Does Not Support

No violations found by evaluators

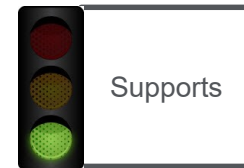
Workarounds and User Tips

None

WCAG 2.0 4.1.1 Parsing

Use valid, error-free HTML, including unique element IDs.

Level A W3C Guideline



OVERALL RATING: Supports

Examples of Supports

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.

Examples of Does Not Support

No violations found by evaluators

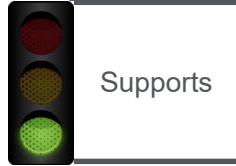
Workarounds and User Tips

None

WCAG 2.0 4.1.2 Name, Role, Value

The name, role, and value of all UI elements can be programmatically determined.

Level A W3C Guideline



OVERALL RATING: Supports

Examples of Supports

- 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.

Examples of Does Not Support

No violations found by evaluators

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

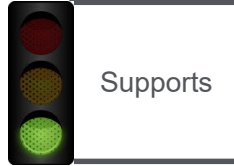
508 Criterion	Conformance Level	Remarks and Explanations
602 Support Documentation	N/A	Heading cell – no response required
602.2 Accessibility and Compatibility Features		Supports
602.3 Electronic Support Documentation	N/A	Heading cell – no response required
602.3.1 Documentation is WCAG 2 Conformant		Supports with Exceptions
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



OVERALL RATING: Supports

Examples of Supports

- 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/

Examples of Does Not Support

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



OVERALL RATING: Supports with Exceptions

Examples of Supports

- The Evolve Support Center is a set of searchable HTML pages organized by topic.
- Pages conform to WCAG 2.0 A and AA support with only a few exceptions noted on the next slide.

Examples of Does Not Support

- 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.

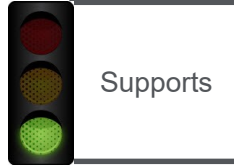
Evolve Support Center - 602.3.1 Documentation is WCAG 2 Conformant			
WCAG 2.0 Success Criterion	Level	Evaluation	Remarks
1.1.1 Non-text Content	A	Supports	Hamburger has alt text, Video tutorials have PDF equivalents.
1.2.1 Audio-only and Video-only (Prerecorded)	A	Supports (N/A)	There are no audio-only 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
1.4.1 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	Supports	All text is at least 4.5:1 against background
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.
2.1.1 Keyboard	A	Supports	All interactive content is keyboard operable
2.1.2 No Keyboard Trap	A	Supports	No keyboard traps exist.
2.2.1 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	Supports	Purpose of links can be determined from link text or from context
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
3.1.1 Language of Page	A	Supports	Page language is defined on the HTML element
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	Supports w/ Exceptions	Email, Chat pages have labelled elements. Some are not labelled.
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	Supports w/ Exceptions	Most elements have name, role, value. Chat form is missing a few <label>.

508 602.3 Electronic Support Documentation

602.3.2 Alternate Formats

Alternate Formats shall be provided upon request

508 Chapter 6



OVERALL RATING: Supports

Examples of Supports

- 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.

Examples of Does Not Support

No violations found by evaluators

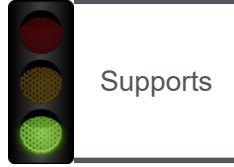
Workarounds and User Tips

The ElsevierStudentLife YouTube channel provides captioned video tutorials around Evolve products:
<https://www.youtube.com/watch?v=B7mnYPwGJSg>

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](#)



OVERALL RATING: Supports

Examples of Supports

- 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 a free web accessibility fundamentals course for staff to learn about people with disabilities and digital accessibility topics.

Examples of Does Not Support

No violations found by evaluators

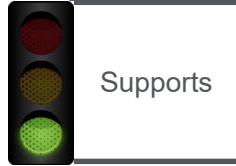
Workarounds and User Tips

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



OVERALL RATING: Supports

Examples of Supports

- 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)

Examples of Does Not Support

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.

To Learn More About Elsevier Accessibility

- [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, to join the Elsevier accessibility collaboration group, or to participate in accessibility user testing.
- [Why Web Accessibility is the new Usability](#)