

RedShelf eReader Accessibility Conformance Report

(Based on VPAT® Version 2.4)

Name of Product/Version: RedShelf eReader v 6.0.0

Report Date: September 11, 2020

Product Description: The RedShelf eReader is a browser-based application to render publishers’ content, along with tools to make it easy to read and study.

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Evaluation Methods Used: Testing RedShelf eReader involved a combination of manual and functional testing. Level Access (Level) comprehensively tested a selection of pages representative of the RedShelf eReader, among other methodology, the screen reader JAWS 2020 and VoiceOver for OSX, exclusive use of the keyboard, and manual inspection of code and Accessibility API output. Level also functionally tested several user flows of RedShelf eReader, with JAWS 2020 screen reader, VoiceOver screen reader for OSX, ZoomText 2020 screen magnifier, and Dragon® NaturallySpeaking 15.5 speech recognition software.

Applicable Standards/Guidelines:

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: A majority of the product conveys textual equivalence for non-text content. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • A Delete button within the Collaboration menu can be seen by screen readers when hidden.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not have prerecorded audio-only and prerecorded video-only media.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not have synchronized media.</p>

<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not have time-based media or prerecorded video content.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Information, structure, and relationships can be determined programmatically for much of the content. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The ‘Change Page’ input for screen readers will place focus to the top of the section, and not the exact page in question. • The Table of Contents may not present nested chapters in nested list elements. It should be noted that this may be due to the formatting of the EPUB itself, and therefore, outside the control of RedShelf.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Content is presented in a meaningful sequence.</p>

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Any instructions provided do not rely solely on sensory characteristics of components.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Elements do not use color as the sole means of conveying information
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not have audio that plays automatically.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: A majority of functionality of the content is operable through a keyboard interface. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The Highlighting function uses a specific keyboard control for

		screen readers. This function gives inconsistent results.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not have any keyboard traps.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: The product utilizes character key shortcuts. In most cases these shortcuts do not conflict with assistive technology. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The Highlighting function uses a specific keyboard control for screen readers which may conflict with a common keyboard control for JAWS.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product provides a timeout warning modal that allows users to extend their time.

<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not contain moving, blinking, scrolling, or auto-updating information.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not contain anything that flashes.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p>	<p>Web: The product contains a mechanism to bypass blocks of navigational items to quickly reach the reading content.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Each page of the product contains titles that describe their topic or purpose.</p>

<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Focusable components receive focus in an order that preserves meaning and operability.</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The purpose of links can be determined from the link text alone, or from the link text together with its programmatically determined link context.</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: All product functionality can be operated with a single pointer activation.</p>
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Events triggered by single-point activation can be cancelled.</p>
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: The product provides visual text labels or images of text for form elements and custom controls.</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: The product does not rely solely on motion to activate user interface components.</p>

<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The default human language of each web page can be programmatically determined.</p>
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not initiate any changes of context when a component receives focus.</p>
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p>
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Input errors identify the item in error and describe the error to the user in text.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p>	<p>Web: Labels or instructions are provided when content requires user input.</p>

<p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Elements have complete start and end tags, elements are nested according to their specifications, and elements do not contain duplicate attributes. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The Read-Aloud function rarely is unable to read certain math-based content.
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most elements have names, roles, states, properties, and values that can be programmatically determined. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Within the Collaboration Menu, the Subscribe and View / Share Notes tabs use tab roles, but usage of form input elements may conflict with screen readers.

Table 2: Success Criteria, Level AA:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not have live audio content in synchronized media.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not have prerecorded video content in synchronized media.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The product does not restrict its view and operations to a single display orientation.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The product utilizes common HTML Autofield fields. The student-facing components do not utilize common HTML Autofield fields.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: The product’s visual presentation of text has a sufficient contrast ratio.

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Text can be resized without assistive technology up to 200% without loss of content or functionality.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product most commonly does not have images of text. In rare cases, images do have text within them, but accessible labels and alternatives are provided to users.
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Content is available when page dimensions have been restricted to 230 CSS pixels vertically and 256 CSS pixels wide.
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The product utilizes user interface components and graphical objects with a sufficient contrast ratio of 3:1.
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The product allows users to adjust text spacing, such as line height, paragraph spacing, letter spacing, or word spacing.
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p>	Web: Supports	Web: When content receiving hover or focus triggers additional

<p>Also applies to: Revised Section 508 – Does not apply</p>		<p>content to be shown or hidden, content is persistent, will remain when hover is removed, or can be dismissed through other means.</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p>	<p>Web: The product has more than one way to locate a web page, except where the web page is a step in a process.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Headings and labels describe topic or purpose.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The keyboard focus indicator is visible on interactive elements.</p>
<p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508</p>	<p>Web: Supports</p>	<p>Web: The product does not change languages in its pages.</p>

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p>	<p>Web: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p>	<p>Web: Components that have the same functionality within a set of Web pages are identified consistently.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product contains only input fields of a Login, which do not include automatic error suggestions for security reasons.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p>	<p>Web: Supports</p>	<p>Web: The product does not cause legal commitments or financial</p>

<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses.</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: The product utilizes status messages that can be determined programmatically without receiving focus.</p>

Revised Section 508 Report

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>RedShelf eReader is usable by people without vision. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in 1.1.1 Non-text Content, there are hidden elements available to screen readers. • As described in 1.3.1 Info and Relationships, there are elements that do not convey proper structure. • As described in 2.1.1 Keyboard, some controls are not operable with keyboard. • As described in 2.4.3 Focus Order, some changes in focus do not bring user to correct location. • As described in 4.1.2 Name, Role, Value, there are user interface components where name and role cannot be programmatically determined.

302.2 With Limited Vision	Partially Supports	<p>The product is usable by people with limited vision. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, some controls are not operable with keyboard.
302.3 Without Perception of Color	Supports	The product is usable by people without perception of color.
302.4 Without Hearing	Supports	The product is usable by people without hearing.
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	<p>The product is usable by people with limited manipulation. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, some controls are not operable with keyboard.
302.8 With Limited Reach and Strength	Partially Supports	The product is usable by people with limited reach and strength. A rating of Partially Supports has

		<p>been given for the following reason:</p> <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, some controls are not operable with keyboard
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product is usable by people with limited language, cognitive, and learning abilities.

Chapter 4: [Hardware](#)

Notes: Not applicable

Chapter 5: [Software](#)

Notes: Not Applicable

Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		

602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section.
602.4 Alternate Formats for Non-Electronic Support Documentation		
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

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