

eFollett Accessibility Conformance Report

VPAT® Version 2.0 – October 2017

Name of Product/Version: eFollett Website

Product Description: eCommerce website

Date: 6/01/2019

Contact information: eFollett Support – efollettsupport@follett.com

Notes:

Evaluation Methods Used: Third party audit utilizing Web Accessibility Toolbar (WAT), browser keyboard navigation commands, Microsoft Windows “High Contrast” color schemes, JAWS 17 screen reader.

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 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Section 508 as published in 2017, at http://www.Section508.gov	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	(No)

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.
- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none">• 501 (Web)	Web: Supports	Web: Non-text elements on the website are configured to utilize text equivalents.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports with Exceptions	Web: Video descriptions of general merchandise products may be provided by third party vendors. The tools used to display the video support captions, however it is up to the vendor to provide the captions.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports with Exceptions	Web: Video descriptions of general merchandise products may be provided by third party vendors. The tools used to display the video support captions, however it is up to the vendor to provide the captions.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports with Exceptions	Web: Video descriptions of general merchandise products may be provided by third party vendors. We have the ability to include links to alternate versions of the content, however the additional content will need to be provided by the third party vendor.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: The website is partners visual information and relationships with the use of labels and companion text.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	The website is configured to follow the standard reading flow using tabbed navigation and screen readers.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: The website does not use sensory characteristics as a sole method of conveying information.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: The website does 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: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All audio on the website contains a mechanism to pause, stop, and control volume.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p>	Web: Supports	Web: The website is configured for the navigation and use by keyboard.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 		
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All website pages are able to be fully navigated via keyboard.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Not Applicable	Web: The website does not utilize time limits.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports with Exceptions	Web: Moving images may be used within content zones on the website. We include tools to pause, stop, and hide the content. However some moving images, such as GIFs, do not support controls that can be utilized.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Not Applicable	Web: The website does not use flashing content.
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: The website uses links to skip directly to the main content of the page bypassing redundant content.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Each page of the website contains a title to describe the content and purpose of the page.
<u>2.4.3 Focus Order</u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Manual navigation of the website will follow the standard reading pattern of left to right, top to bottom.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: The website is designed so the purpose of a link can be determined without the need for supporting context.

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web) 	Web: Supports	Web: The website is configured to support English and French Canadian (where applicable). The user is able to switch between the two languages.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web) 	Web: Supports	Web: The website does not change the context of an element when a component receives focus.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web) 	Web: Supports	Web: The website does not change the context of an element when the user supplies input.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web) 	Web: Supports	Web: When an error is detected the website will display details of the error to the user using plain text.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web) 	Web: Supports	Web: The website provides on screen labels in plain text to describe needed input.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web) 	Web: Supports	Web: All content supplied via markup language are properly enclosed with start and ending tags.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web) 	Web: Supports	Web: The name and role of user interface components can be programmatically determined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
----------	-------------------	--------------------------

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Not Applicable	Web: The websites do not offer live audio content.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports with Exceptions	Web: Video descriptions of general merchandise products may be provided by third party vendors. We have the ability to include detailed descriptions of the content, however the additional content will need to be provided by the third party vendor.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All images with text and text on colored backgrounds maintain a minimum of 4.5:1 contrast ratio with the exception of large text, which supports the 3:1 minimum contrast ratio standard.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All text on the website can be resized to 200% of original size without content loss.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Images of text are limited to specific marketing zones within the website where font and styling are not standard across the site. Alternative text is used to convey the message when this occurs.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: The websites utilize search boxes and site maps as methods of navigation in addition to the main navigation.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Heading tags and labels are used to convey the organization of the page on the website.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: An indicator is present for any keyboard-selected element.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p>	Web: Supports with Exceptions	Web: The language on the websites is designed to use the vocabulary common to the language selected. Mix

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> 501 (Web) 		language is avoided unless it is a common term.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web) 	Web: Supports with Exceptions	Web: Navigation on the website is consistent across all pages, with the exception of the checkout process. The navigation changes as part of the checkout process however the user initiates this change.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web) 	Web: Supports	Web: Any element on the website that is repeated across multiple pages is identified and labeled with the same value.
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web) 	Web: Supports	Web: When an error occurs a message is displayed calling out the details of the error and offers recommendations for correcting the error, where applicable.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web) 	Web: Supports	Web: Any user data entered during the transaction process of the website is reviewed by our system to catch common input errors. This data can be reversed by the user at any point and before an order is processed the user is given an opportunity to review their data before submission.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to:	Web: Not Evaluated	Web:

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
<u>1.2.9 Audio-only (Live)</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Applicable	Web: The website does not support live audio.
<u>1.4.6 Contrast Enhanced</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported with Exceptions	Web: We will support a color contrast of 7:1 where the materials allow. However, we are at times limited by use school specific colors. If we are not able to achieve the ratio of 7:1 a minimum of AA standard is enforced.
<u>1.4.7 Low or No Background Audio</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
<u>1.4.8 Visual Presentation</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Does Not Support	Web: The website does not supply the ability to modify the visual presentation outside of the controls of the browser.
<u>1.4.9 Images of Text (No Exception) Control</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supports	Web: The website can be navigated completely via use of the keyboard.
<u>2.2.3 No Timing</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supports	Web: There are no elements on the website that require a timed response or activity.
<u>2.2.4 Interruptions</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supports	Web: There are no elements on the website that will interrupt the user during their navigation.
<u>2.2.5 Re-authenticating</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supports with Exceptions	Web: If a user logs back into the website after a session expires their current state will be stored. However, if the user has entered payment information before the expiration that data will be cleared for security and the user will be prompted to reenter it. Additionally if a product in the users shopping cart is no longer available it will be removed and the user will be notified.
<u>2.3.2 Three Flashes</u> (Level AAA) Also applies to:	Web: Supports	Web: The website does not contain any flashing content.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
<u>2.4.8 Location</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
<u>2.4.10 Section Headings</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
<u>3.1.3 Unusual Words</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
<u>3.1.4 Abbreviations</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
<u>3.1.5 Reading Level</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
<u>3.1.6 Pronunciation</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Evaluated	Web:
<u>3.2.5 Change on Request</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported with Exceptions	Web: All context changes are initiated by the user. In some cases, new content may be presented on the page based on the user input. However, focus is not changed to the new content and remains on the last interaction of the user.
<u>3.3.5 Help</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Supported	Web: Help context is available to the user, however it is general to the website and store polices.
<u>3.3.6 Error Prevention (All)</u> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supports with Exceptions	Web: Any user data entered during the transaction process of the website is reviewed by our system to catch common input errors. This data can be reversed by the user at any point and before an order is processed the user is given an opportunity to review

Criteria	Conformance Level	Remarks and Explanations
		their data before submission.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Not Applicable	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: This document is for a website software product. This section does not apply.

Chapter 5: Software

Notes: This document is for a website software product. This section does not apply.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services		
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications		
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

Notes: This document is for a website software product. This section does not apply.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed