Infobase Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: The World Almanac for Kids Elementary

Report Date: December 2022

Product Description: The World Almanac for Kids Elementary (*WAKE*) database provides elementary-level content such as illustrated articles, videos, interactives, maps, science projects, and more. *WAKE* provides downloadable teacher resources, including worksheets, graphic organizers, science diagrams, and projects.

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Evaluation Methods Used: The main testing methods were to use tools such as WAVE (web accessibility evaluation tool) from WebAIM, the JAWS screen reader, and manual keyboard testing.

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	Level A (Yes) Level AA (Yes)

Standard/Guideline	Included In Report
	Level AAA (No)
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)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(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 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- 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 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes: Downloadable PDF activity handouts found in the *Teachers Resources* section, as well as PDF articles generated using the *Print* page tool, have not been tagged for accessibility. All PDF materials, as well as non-video interactive content found in the Games section, were not evaluated for accessibility issues or included in the following report.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	Many images, image buttons, and other non-text content do not have appropriate alternative text (i.e., missing image alt attribute), descriptive value, or inputs with associated text labels. Test Methods: WAVE, manual visual checks
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There is no video-only or audio-only content. There is a read-aloud function accompanying all articles. The read-aloud function offers an audio-only media alternative to the article text. It can be accessed within the platform or via download as a separate WAV file. The read-aloud function is clearly labeled. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Synchronized closed captions are available for most non-live video content. Testing method: Manual visual checks
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Videos currently do not offer audio descriptions or media alternatives. Most videos, however, do have closed captioning available. Testing method: Manual visual checks
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software)	Partially Supports	*WAKE* uses semantic HTML markup and CSS for aesthetic and presentational purposes. The current design, however, was not designed with accessibility in mind. *WAKE* may present challenges for users of assistive technologies. For example, some webpages may use the <h1> heading tag inconsistently or out of

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		hierarchal order. At other times, heading levels are skipped, and many headings are not coded as headings. Test Methods: WAVE, JAWS, manual visual checks
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The page content is linear and can be read with a screen reader sequentially, whether style sheets are altered or disabled. Test Methods: WAVE, JAWS, manual visual checks
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Partially Supports	Instructions for understanding and operating content do not rely on sensory characteristics such as shape, size, visual location, orientation, or sound. Instructions and labels for understanding and operating content are typically available on the page. Exceptions may occur in some drag-and-drop interactive content as well as other non-video features. Test Methods: WAVE, JAWS, manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

1.4.1 Use of Color (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.1.4.1 (Web)
    • 10.1.4.1 (Non-web document)
    • 11.1.4.1 (Open Functionality Software)
    • 11.1.4.1 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Does Not Support	Currently, color is incorrectly used in some areas as the only means to convey information. For example, while some links may be visually evident from page design and context, such as navigational links, links within text are often visually understood only by color at this time.
		
		Test Methods: WAVE, manual visual checks

1.4.2 Audio Control (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.1.4.2 (Web)
    • 10.1.4.2 (Non-web document)
    • 11.1.4.2 (Open Functionality Software)
    • 11.1.4.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	All multimedia content on *WAKE* will have a mechanism to stop, pause, mute, or adjust the volume for audio.
		
		Please note:
		    • Exceptions are found in the *Games & Puzzles* section, but as stated, this content is not being considered in this report.
		
		Test Methods: Manual visual checks

2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web)	Partially Supports	Not all functionality of the content is operable through the keyboard interface currently. Keyboard problems were found in navigation regions, advanced search pages, drag-and-drop interactive content, and some

Criteria	Conformance Level	Remarks and Explanations
• 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		features such as article page tooltips and image zoom popup windows. Test Methods: Manual visual checks
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	Keyboard traps, such as the tooltip modals and image zoom popup windows, were detected during testing. Test Methods: Manual visual checks
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Not Applicable	*WAKE* does not use or have character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		

2.2.1 Timing Adjustable (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.2.1 (Web)
    • 10.2.2.1 (Non-web document)
    • 11.2.2.1 (Open Functionality Software)
    • 11.2.2.1 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	No multimedia content within *WAKE* has a set time limit.
		
		Please note:
		    • Exceptions are found in the *Games & Puzzles* section*,* but as stated, this content is not being considered in this report.
		
		Test Methods: Manual visual checks

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.2.2 (Web)
    • 10.2.2.2 (Non-web document)
    • 11.2.2.2 (Open Functionality Software)
    • 11.2.2.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	*WAKE* has no moving, blinking, scrolling, or auto-updating content.
		
		Test Methods: Manual visual checks

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.3.1 (Web)
    • 10.2.3.1 (Non-web document)
	Supports	*WAKE* does not contain content that flashes more than three times per second.
		
		Test Methods: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Does Not Support	Bypass blocks have not been implemented at this time. Test Methods: Manual visual checks
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Supports	All web pages include titles that describe the topic or purpose. Test Methods: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Navigational links and form elements are logical and intuitive. Test Methods: Manual visual checks
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some advanced navigation link elements on the homepage, interactive pages, and other feature pages lack text that distinguishes them as link text. Additionally, *click-to-zoom* and *search box icons* are flagged by WAVE as empty links. Finally, the dropdown menu item, *More*, needs better descriptor text. Test Methods: WAVE, JAWS, Manual visual checks
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria	Not Applicable	*WAKE* has no multipoint or path-based gesture interaction elements.

Criteria	Conformance Level	Remarks and Explanations
• 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	*WAKE* does not override the default behavior of controls. Therefore, functionality used by a mouse, for instance, can be canceled using the browser or operating system. Testing method: Manual visual checks
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Most user interface components match the label content names throughout *WAKE*. Testing method: Manual visual checks
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web)	Not Applicable	*WAKE* does not have any functionality that can be operated by device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
• 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	HTML language attributes <html … lang="en"> is present in all pages. Testing method: WAVE, manual visual checks
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	Page elements upon focus do not change substantially on the page. No interference occurs. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Inputs and controls are predictable. There are no substantial changes to pages during the input of information that could confuse or disorient a user. Testing method: Manual visual checks
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Errors detected in a webpage's form or input elements are identified not by color alone but by adjacent text. Suggestions are also usually provided by adjacent text to correct errors unless there are security risks in providing such information. Please note: • Exceptions are found in the *Games & Puzzles* section, but as stated, this content is not being considered in this report. Testing method: Manual visual checks
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document)	Does Not Support	Several form controls are missing form labels; others have corresponding labels but do not follow accessibility guidelines. Many form labels have no identifying controls for a screen reader. Also, the *Advanced Search's* checkboxes region is not keyboard accessible.

Criteria	Conformance Level	Remarks and Explanations
• 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Testing method: WAVE, manual visual checks
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	All pages conform to modern HTML web standards, except there are significant parsing and validation errors when validating the platform's HTML code in a validator such as http://validator.w3.org/. Testing method: WAVE, HTML_CodeSniffer, manual visual checks
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Partially Supports	*WAKE* web pages have been developed within standard HTML specifications. Still, as specifications have changed over time, updates to the existing markup are needed to put *WAKE* on a more accessible centric footing. Test Methods: WAVE, JAWS, manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

Notes: Downloadable PDF activity handouts found in the *Teachers Resources* section, as well as PDF articles generated using the *Print* page tool, have not been tagged for accessibility. All PDF materials, as well as non-video interactive content found in the *Games* section, were not evaluated for accessibility issues or included in the following report.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Live content is not offered in *WAKE*. Since there is no content to which this criterion applies, this criterion is satisfied. Testing method: Manual visual checks
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool)	Partially Supports	Videos currently do not offer audio descriptions or media alternatives. Most videos, however, do have closed captioning available. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	*WAKE* orientation on mobile devices is not restricted to only portrait or landscape. Testing method: Apple iPad, Manual visual checks
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	*WAKE* does not implement "autocomplete" attribute values in form inputs. Testing method: Manual visual code checks
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software)	Does Not Support	Contrast errors occur throughout *WAKE*. Testing method: WAVE, manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text, including captions, can be resized up to 200 percent without loss of content or functionality. Testing method: Manual visual checks
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Supports	Images of text are not used. Since there is no content to which this criterion applies, this criterion is satisfied. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	*WAKE* currently does not use a responsive design approach. Content cannot be presented without horizontal or vertical scrolling or loss of function when the screen is resized at 1280 x 1024 and zoomed in by 400%. Testing method: Manual visual checks
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	The visual UI components in *WAKE* have a contrast ratio of at least 3:1 against adjacent colors. Some articles or pages may use complex non-text images as supplemental content. These non-text images help illustrate the themes or main points of the articles but are primarily used as decoration. Some of these decorative non-text images may have insufficient contrast. Testing method: Colour Contrast Analyser and manual visual checks
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Supports	No loss of content or functionality occurs when the user adapts text spacing within markup. There are no height or spacing restrictions within text paragraphs. The platform, therefore, should support the use of space widgets, plugins, or third-party browser spacing tools. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The only instance where additional content becomes visible on a mouse hover is the "Click-To-Zoom" icon, which appears over key images when a user hovers over them. The icon image persists until the user moves the mouse away. Testing method: Manual visual checks
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Supports	There are multiple ways to reach core content, including search, browsing, and direct links. The main navigation area is always available on every page. Testing method: Manual visual checks
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool)	Partially Supports	Most heading structures throughout *WAKE* are informative. Some interactive form controls, on the other hand, are missing their corresponding descriptive text labels, which would make these form control elements more informative to assistive technologies. Testing method: WAVE, manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The keyboard focus indicator is visible on most page elements throughout the platform. Testing method: Manual visual checks
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There is no non-English content on *WAKE*. Since there is no content to which this criterion applies, this criterion is satisfied. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Navigation components and areas are repeated and consistent throughout *WAKE*. The same relative order is present each time. Testing method: Manual visual checks
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Elements that have the same functionality across multiple web pages are consistently identified. Testing method: Manual visual checks
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software)	Supports	Errors detected in a webpage's form or input elements are identified not by color alone but by adjacent text. Please note: Exceptions are found in the *Games & Puzzles* section, but as stated, this content is not being considered in this report.

Criteria	Conformance Level	Remarks and Explanations
11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Testing method: Manual visual checks
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	*WAKE* does not conduct legal commitments or financial transactions on its platform. Since there is no content to which this criterion applies, this criterion is satisfied. Testing method: Manual visual checks
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Components with the same functionality are always identified the same way within the platform. Testing method: Manual visual checks

Table 3: Success Criteria, Level AAA

Notes: *WAKE* is not being evaluated for Level AAA conformance.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Images and non-text content need appropriate alternative text. *WAKE* articles do have a read-aloud mechanism, which is a labeled audio-only media alternative for text. Additionally, some form controls are missing their corresponding labels or have labels that are not clearly defined, which may cause AT to misidentify them on a page.
302.2 With Limited Vision	Partially Supports	*WAKE* supports browser magnification up to 200% and can be accessed with AT. Numerous contrast errors occur throughout the platform. There is a read-aloud function for some article-level content, which is a labeled audio-only media alternative for text. Additionally, some form controls are missing their corresponding labels or have labels that are not clearly defined, which may cause AT to misidentify them on a page.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Partially Supports	Currently, color is incorrectly used in some areas as the only means to convey information.
302.4 Without Hearing	Partially Supports	The video player currently supports closed captioning but not interactive transcripts or audio descriptions.
302.5 With Limited Hearing	Partially Supports	The video player supports closed captions. Please note *WAKE* is not a video platform. Videos are provided as supplemental materials.
302.6 Without Speech	Not Applicable	*WAKE* has no spoken mode of operation, e.g., speech input.
302.7 With Limited Manipulation	Partially Supports	*WAKE* supports most standard input mechanisms, but broader manual keyboard support is needed across the platform for people with limited motor control to operate comfortably.
302.8 With Limited Reach and Strength	Partially Supports	*WAKE* supports most standard input mechanisms, but broader manual keyboard support is needed across the platform for people with limited reach and limited strength to operate comfortably.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The *WAKE* video player has no timed response limits to play videos. Broader manual keyboard supports are needed, but most content follows a clear and logical order. Error indications and suggestions are moderately informative through text but are not programmatically determined.

Chapter 4: Hardware

Notes: *WAKE* is a web-only platform and is not subject to the criteria in this section.

Chapter 5: Software

Notes: *WAKE* is a web-only platform and is not subject to non-web software criteria since it has been addressed in the above WCAG 2.1 conformance tables.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the platform help center.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically or can be printed. If alternate formats of documentation are required, they can be made available upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the platform help center. Support is also provided over e-mail, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	The *WAKE* support team can be contacted for assistance via e-mail, phone, or live chat. Other methods can be made available upon request.

EN 301 549 Report

Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Images and non-text content need appropriate alternative text. *WAKE* articles do have a read-aloud mechanism, which is a clearly labeled audio-only media alternative for text. Additionally, some form controls are missing their corresponding labels or have labels that are not clearly defined, which may cause AT to misidentify them on a

Criteria	Conformance Level	Remarks and Explanations
		page.
4.2.2 Usage with limited vision	Partially Supports	*WAKE* supports browser magnification up to 200% and can be accessed with AT. Numerous contrast errors occur throughout the platform. There is a read-aloud function for some article-level content, which is a clearly labeled audio-only media alternative for text. Additionally, some form controls are missing their corresponding labels or have labels that are not clearly defined, which may cause AT to misidentify them on a page.
4.2.3 Usage without perception of colour	Partially Supports	Currently, color is incorrectly used in some areas as the only means to convey information.
4.2.4 Usage without hearing	Partially Supports	The video player currently supports closed captioning but not interactive transcripts or audio descriptions.
4.2.5 Usage with limited hearing	Partially Supports	The video player supports closed captions. Please note *WAKE* is not a video platform. Videos are provided as supplemental materials.
4.2.6 Usage with no or limited vocal capability	Not Applicable	*WAKE* has no spoken mode of operation, e.g., speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	*WAKE* supports most standard input mechanisms, but broader manual keyboard support is needed across the platform for people with limited motor control to operate comfortably.
4.2.8 Usage with limited reach	Partially Supports	*WAKE* supports most standard input mechanisms, but broader manual keyboard support is needed across the platform for people with limited reach and limited strength to operate comfortably.
4.2.9 Minimize photosensitive seizure triggers	Supports	The pages of this product do not contain anything that flashes.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The *WAKE* video player has no timed response limits to play videos. Broader manual keyboard supports are needed, but most content follows a clear and logical

Criteria	Conformance Level	Remarks and Explanations
		order. Error indications and suggestions are moderately informative through text but are not programmatically determined.
4.2.11 Privacy	Supports	*WAKE* does not stop users from using their preferred privacy tools when interacting with the content.

Chapter 5: Generic Requirements

Notes: *WAKE* supports standard input mechanisms, assistive technology devices, and software. Therefore, *WAKE* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 6: ICT with Two-Way Voice Communication

Notes: *WAKE* does not offer two-way voice communication. Therefore, *WAKE* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	*WAKE* video player supports closed captions and interactive transcripts for all videos.
7.1.2 Captioning synchronization	Supports	*WAKE* video player supports all videos' synchronized closed captions and interactive transcripts.
7.1.3 Preservation of captioning	Supports	For video captions hosted by Infobase, the default caption display's appearance is not overridden or changed in any way.
7.2.1 Audio description playback	Does Not Support	Audio descriptions are not included with *WAKE* videos.
7.2.2 Audio description synchronization	Does Not Support	Audio descriptions are not included with *WAKE* videos.

| 7.2.3 Preservation of audio description | Does Not Support | Audio descriptions are not included with *WAKE* videos. |
| 7.3 User controls for captions and audio description | Partially Supports | Audio descriptions are not included with *WAKE* videos. However, text transcripts of videos are available for download at the same level as other playback controls or within the web page's video player region. |

Chapter **8: Hardware**

Notes: *WAKE* is a web application and is not subject to the requirement of this section.

Chapter **9: Web** *(see **WCAG 2.1 section**)*

Chapter **10: Non-Web Software**

Notes: *WAKE* does not include non-web documents. Therefore, *WAKE* is not subject to the requirements of this section.

Chapter **11: Software**

Notes: *WAKE* is a web-only platform and is not subject to non-web software criteria since they have been addressed (in the above) WCAG 2.1 and Revised Section 508 conformance tables.

Chapter **12: Documentation and Support Services**

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the platform help center.
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features is available in the platform help center. Support

Criteria	Conformance Level	Remarks and Explanations
		is also provided over e-mail, telephone, and live chat.
12.2.3 Effective communication	Supports	The *WAKE* support team can be contacted via e-mail, telephone, or live chat. Other methods can be made available upon request.
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: *WAKE* does not provide any relay services. There is also no access to Emergency Services from within *WAKE*.

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