Infobase Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: *Films On Demand*

Report Date: December 2021

Product Description: *Films On Demand* offers high-quality streaming video on academic, vocational, and life-skills topics for schools, colleges, libraries, the medical community, and other institutions.

Contact Information: video.support@infobaselearning.com

Notes: This VPAT 2.4 (International Edition) report supersedes all previously published VPAT versions published for *Films On Demand*.

Evaluation Methods Used: The main testing tools and methods used were WAVE (Web Accessibility Evaluation Tool) from WebAIM, Colour Contrast Analyser (CCA), the IBM Equal Access Accessibility Checker, ARC Toolkit, JAWS (Job Access With Speech) screen reader from Freedom Scientific, NVDA screen reader, an Apple iPad for mobile and manual keyboard testing. The browsers used were Google Chrome and Microsoft Edge.

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)
	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: Testing occurred on the homepage, several form pages, various search results pages, and video pages. Extensive video player testing also occurred. Some supplemental downloadable documents such as video transcripts may or may not meet current PDF accessibility standards. The digital accessibility of PDFs was not considered in the proceeding evaluation. Finally, a subset of videos within the library now contains audio descriptions. Infobase is committed to expanding audio description support going forward by prioritizing our most popular titles and customer requests to receive audio descriptions.

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)	Partially Supports	Most images and non-text content have appropriate alternative text, or labels, or descriptions, or figure captions assigned to them. Some current exceptions are: • There are some missing form labels in page tool modals at this time. Test method: Manual visual evaluation and testing tools.
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)	Supports	Most videos include synchronized closed captioning and interactive text transcripts. Some prerecorded audio-only and silent video-only media files may not have captions or transcripts readily available. Search filters or other collection management constraints can be applied to exclude these videos from displaying in search results. Test method: Manual visual evaluation and testing tools.

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

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)
	Supports	Synchronized closed captioning and interactive transcripts are available for most video titles.
		
		Some exceptions exist. For example, foreign-language (non-English), archival, and historical video media may not have separate captions or transcripts.
		
		Search filters or other collection management constraints can be applied to exclude these videos from displaying in search results.
		
		Test method: Manual visual evaluation and testing tools.

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	Most videos on *Films On Demand* have closed captioning and interactive text transcripts. Audio descriptions are generally not included. However, a subset of videos has recently had a separate synchronized audio description track added, which can be turned on or off during video playback.
		
		Test method: Manual visual evaluation and testing tools.

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	*Films On Demand* uses semantically correct HTML. When standard HTML is insufficient, ARIA labels provide the necessary programmatic information on specific page elements.
		
		Some current exceptions are:

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)		• There are some missing form labels in page tool modals at this time. • Some pages may skip one or more heading levels, but overall, heading navigation is still possible. • Some visual information and relationships may lack programmatic information for screen readers. Usually, adjacent text read aloud can inform users of a particular heading or lists meaning or context. Test method: Manual visual evaluation and testing tools.
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 reading and navigation order of the content is logical and intuitive. Test method: Manual visual evaluation and testing tools.
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)	Supports	Instructions for understanding and operating content do not rely on sensory characteristics. Typically, text instructions and labels are provided. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 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)	Supports	Color is not used as the only means of conveying information. Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues. Test method: Manual visual evaluation and testing tools.
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)	Supports	A user has full media player control over the default settings. Additionally, there are ways to adjust the start, stop, and volume of a video via the keyboard. Test method: Manual visual evaluation and testing tools.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria	Partially Supports	The keyboard supports fundamental functions, including navigation, search, and video playback.

Criteria	Conformance Level	Remarks and Explanations
9.2.1.1 (Web) 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)		Some current exceptions are: - Video page tool modals such as Share, Add To, Cite, and Segments do not always work as expected with the keyboard at this time. - The scrolling of the videos selection mechanism on the Homepage and You may also like... sections have a mouse hover overlay that provides additional information. When using the keyboard, the keyboard focus does not reveal this overlay. Also, see 1.4.13 Content on Hover or Focus. Test method: Manual visual evaluation and testing tools.
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)	Supports	Keyboard controls can be used to move focus throughout *Films On Demand* without being trapped on a component. Test method: Manual visual evaluation and testing tools.
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)	Not Applicable	*Films On Demand* does not use or have character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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)	Partially Supports	Content within *Films On Demand* does not have set time limits. There is, however, an auto-scrolling carousel banner on the homepage. Hovering the cursor or keyboard tab focus can pause or control the carousel to some degree. Test method: Manual visual evaluation and testing tools.
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)	Partially Supports	*Films On Demand* does not have any moving, blinking, scrolling, or auto-updating content. The video and transcript players can be paused or stopped as needed. There is, however, an auto-scrolling carousel banner on the homepage. Hovering the cursor or keyboard tab focus can pause or control the carousel to some degree. Test method: Manual visual evaluation and testing tools.
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	*Films On Demand* does not contain anything that flashes more than permitted. Test method: Manual visual evaluation and testing tools.

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	Supports	Skip to Main Content bypass link is available on all pages. Test method: Manual visual evaluation and testing tools.
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 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	All web pages include titles that describe the topic or purpose. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 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	Content that receives focus is logical and in an intuitive order that preserves meaning.
		
		Test method: Manual visual evaluation and testing tools.

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)
	Supports	The purpose of links can be determined from the link text itself or surrounding text, or related content.
		
		Test method: Manual visual evaluation and testing tools.

2.5.1 Pointer Gestures (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 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)
	Not Applicable	*Films On Demand* does not have any multipoint or path-based gesture interaction elements.

Criteria	Conformance Level	Remarks and Explanations
• 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	*Films On Demand* does not override the default behavior of controls. Therefore all functionality used by a mouse, for instance, can be canceled using the browser or operating system. Test method: Manual visual evaluation and testing tools.
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	Partially Supports	Interface components such as links or buttons mostly have the same accessible name as the visible text. Current exceptions may include empty and missing labels in form controls and links. Test method: Manual visual evaluation and testing tools.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 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)	Not Applicable	*Films On Demand* does not have any functionality that can be operated by device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
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	The default language of each page in the *Films On Demand* site can be programmatically determined.
		
		Test method: Manual visual evaluation and testing tools.

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)
    • 602.3 (Support Docs)
	Supports	Components of the *Films On Demand* site do not initiate a change of context when receiving focus.
		
		Test method: Manual visual evaluation and testing tools.

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)
	Supports	Adjusting the settings of user interface components never causes a change of context.
		
		Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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	When input errors are detected, the item causing the error is identified, and the error is described in the text. Test method: Manual visual evaluation and testing tools.
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) • 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)	Partially Supports	Instructions and labels are provided when user inputs are required. Some current exceptions are: • Video page tool modals such as Share, Add To, Cite, and Segments are missing corresponding form labels, which affects the announcement of some form label information with assistive technology. Test method: Manual visual evaluation and testing tools.
4.1.1 Parsing (Level A)	Partially Supports	All pages conform to modern HTML/XHTML web

Criteria	Conformance Level	Remarks and Explanations
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)		standards. The validator: https://validator.w3.org/ found some parsing errors, but not significant enough to affect the accessibility of *Films On Demand*. Test method: Manual visual evaluation and testing tools.
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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	*Films On Demand* uses semantic HTML, which facilitates accessibility. ARIA is used to enhance accessibility when HTML is not sufficient. Some current exceptions are: • Video page tool modals such as Share, Add To, Cite, and Segments are missing corresponding form labels.

Table 2: Success Criteria, Level AA

Notes: *Films on Demand's* initial landing pages, form pages, and various search results pages were tested. Extensive tests of the video player were conducted. Finally, a subset of videos within the library now contains audio descriptions. Infobase is committed to expanding audio description support going forward by prioritizing our most popular titles and customer requests to receive audio descriptions.

Criteria	Conformance Level	Remarks and Explanations

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 *Films On Demand*. Since there is no content to which this criterion applies, this criterion is satisfied.
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) • 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	Closed Captioning and interactive transcripts are available for most titles. Audio descriptions are generally not included. However, a subset of videos has recently had a separate synchronized audio description track added, which can be turned on or off during video playback. Test method: Manual visual evaluation and testing tools.
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)	Supports	*Films On Demand* orientation on mobile devices is not restricted to only portrait or landscape. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
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	Supports	*Films On Demand* allows standard user interface components such as contact forms to auto-fill in the fields for usernames, passwords, and e-mail addresses. Test method: Manual visual evaluation and testing tools.
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) • 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)	Supports	The visual presentation of text has a contrast ratio of at least 4.5:1. There are two areas where text was found with low contrast but are not contrast errors as they are considered incidental or decoration text: • In the A to Z navigation, the "no letter content" class of lettering. • Footer access is provided by text. Test method: Manual visual evaluation and testing tools.
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)	Supports	Text can be resized up to 200 percent without loss of content or functionality. Test method: Manual visual evaluation and testing tools.

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)		
1.4.5 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) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No images of text alone are used. For images with text as part of the image, such as logotype or content branding in banners, an appropriate alt attribute is used. Test method: Manual visual evaluation and testing tools.
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	Partially Supports	There is no loss of content, functionality, or horizontal scrolling when content is zoomed in at 400 percent. Some current exceptions are: • The search bar is hard to navigate with the keyboard when the screen is zoomed in at 400 percent. Test method: Manual visual evaluation and testing tools.
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)	Partially Supports	*Films On Demand* primarily uses a contrast ratio of at least 3:1 for differentiating graphical objects and interface components. Some current exceptions are:

Criteria	Conformance Level	Remarks and Explanations
• 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		• Page tool modals' keyboard focus-indicator ring. Test method: Manual visual evaluation and testing tools.
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) Revised Section 508 – Does not apply	Partially Supports	Some minor word clipping occurs when the user adapts text spacing within markup to 400%. There may be some height or spacing restrictions within some video description regions. The platform, however, should support most space widgets, plugins, or third-party browser tools. Test method: Manual visual evaluation and testing tools.
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	Partially Supports	In *Films On Demand,* additional content appears and disappears with a mouse hover while scrolling through the videos during the selection process on the homepage. This same behavior is replicated in You may also like... sections at the bottom of a video page. See also 2.1.1 Keyboard. Test method: Manual visual evaluation and testing tools.
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)	Supports	There are multiple ways to navigate through the *Films On Demand* to find any page, such as browsing, searching, or direct links. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 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		
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) • 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	Most heading structures and form labels are informative and compliant with accessibility standards. As mentioned, many elements are labeled using ARIA. Some current exceptions are: • Not all form controls have properly associated text labels.
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)	Supports	The focus indicator ring is visible throughout the site while using the keyboard to navigate. Test method: Manual visual evaluation and testing tools.
3.1.2 Language of Parts (Level AA) Also applies to:	Supports	The language of all pages is identified using the HTML

Criteria	Conformance Level	Remarks and Explanations
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)		language attribute (e.g., <html lang= "en"…>). Test method: Manual visual evaluation and testing tools.
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	The navigational mechanisms, such as the hamburger menu and search bar, are repeated in the same relative order across the site. Test method: Manual visual evaluation and testing tools.
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)	Supports	Components with the same functionality are identified in the same way. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
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		
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) • 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)	Supports	When input errors are detected, suggested corrections are provided. Test method: Manual visual evaluation and testing tools.
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	*Films On Demand* does not conduct legal commitments or financial transactions. Since there is no content to which this criterion applies, this criterion is satisfied.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web)	Supports	Components with the same functionality are always identified the same way within the platform. Test method: Manual visual evaluation and testing

Criteria	Conformance Level	Remarks and Explanations
• 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		tools.

Table 3: Success Criteria, Level AAA

Notes: *Films On Demand* video streaming website is not being evaluated for Level AAA conformance.

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	*Films On Demand* content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. Exceptions: • Missing form labels and non-programmatically determined heading levels and lists may cause some identification challenges with AT.
302.2 With Limited Vision	Supports	*Films On Demand* supports browser magnification up to 200% and can be accessed with AT.
302.3 Without Perception of Color	Supports	Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.
302.4 Without Hearing	Supports	The video player supports captions and transcripts.
302.5 With Limited Hearing	Supports	The video player supports captions and transcripts.
302.6 Without Speech	Not Applicable	*Films On Demand* has no spoken mode of operation,

Criteria	Conformance Level	Remarks and Explanations
		e.g., speech input.
302.7 With Limited Manipulation	Supports	*Films On Demand* supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	*Films On Demand* supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	*Films On Demand* video player allows for speed adjustments and has no timed response limits to play videos. Error indications and suggestions are also provided when an input error is detected. Logical keyboard navigation and tab focus order functionality is available across the site as well.

Chapter 4: Hardware

Notes: *Films On Demand* is a video streaming website and is not subject to the requirement of this section.

Chapter 5: Software

Notes: *Films On Demand* 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 6: Support Documentation and Services

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 *Films On Demand* help center. Compliance statements, including an ADA statement and VPAT, are also available.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
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 *Films On Demand* help center. Support is also provided over e-mail, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	The *Films On Demand* support team can be contacted for assistance via e-mail, phone, or live chat. Other methods can be made available upon request.

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	*Films On Demand* content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. Exceptions: - Missing form labels and non-programmatically determined heading levels and lists may cause some identification challenges with AT.
4.2.2 Usage with limited vision	Supports	*Films On Demand* supports browser magnification up to 200% and can be accessed with AT.
4.2.3 Usage without perception of colour	Supports	Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.
4.2.4 Usage without hearing	Supports	The video player supports captions and transcripts.

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Supports	The video player supports captions and transcripts.
4.2.6 Usage with no or limited vocal capability	Not Applicable	*Films On Demand* has no spoken mode of operation, e.g., speech input.
4.2.7 Usage with limited manipulation or strength	Supports	*Films On Demand* supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
4.2.8 Usage with limited reach	Supports	*Films On Demand* supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls or simultaneous actions.
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	Supports	*Films On Demand* video player allows for speed adjustments and has no timed response limits to play videos. Error indications and suggestions are also provided when an input error is detected. Logical keyboard navigation and tab focus order functionality is available across the site as well.
4.2.11 Privacy	Supports	*Films On Demand* does not stop users from using their own privacy tools when interacting with the content.

Chapter 5: Generic Requirements

Notes: *Films On Demand* supports standard input mechanisms and assistive technology devices and software. Therefore, *Films On Demand* 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: *Films On Demand* does not offer two-way voice communication in any way. Therefore, *Films On Demand* 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

Notes: Finally, a subset of videos within the library now contains audio descriptions. Infobase is committed to expanding audio description support going forward by prioritizing our most popular titles and customer requests to receive audio descriptions.

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	Partially Supports	*Films On Demand's* video player supports closed captions and interactive transcripts for videos when available. A user can choose whether or not to display captions or hide transcripts. Some prerecorded audio-only and silent video-only media files may not have captions or transcripts readily available. Search filters or other collection management constraints can be applied to exclude these videos from displaying in search results.
7.1.2 Captioning synchronization	Partially Supports	*Films On Demand's* video player supports synchronized closed captions and interactive transcripts for videos when available. Some prerecorded audio-only and silent video-only media files may not have captions or transcripts readily available. Search filters or other collection management constraints can be applied to exclude these videos from displaying in search results.
7.1.3 Preservation of captioning	Partially Supports	For video captions, the default caption display's appearance is not overridden or changed in any way.
7.1.4 Captions characteristics	Supports	*Films On Demand*'s settings page allow for customization of captions display such as font size, type, color, and background color.
7.1.5 Spoken subtitles	Does Not Support	Spoken subtitles are not available programmatically for non-English or foreign language videos.
7.2.1 Audio description playback	Partially Supports	Audio descriptions are generally not included with *Films On Demand* videos. However, a subset of videos has recently had a separate synchronized audio description track added, which can be turned on or off during video playback.
7.2.2 Audio description synchronization	Partially Supports	Audio descriptions are generally not included with *Films On Demand* videos. However, a subset of videos has

Criteria	Conformance Level	Remarks and Explanations
		recently had a separate synchronized audio description track added, which can be turned on or off during video playback.
7.2.3 Preservation of audio description	Partially Supports	The default audio description is played in a manner consistent with 7.2.1 and 7.2.2.
7.3 User controls for captions and audio description	Partially Supports	Audio descriptions are generally not included with Films On Demand videos. However, a subset of videos has recently had a separate synchronized audio description track added, which can be turned on or off during video playback. Additionally, interactive text transcripts are available for download at the same level as other playback controls or within the video page's video player region.

Chapter 8: Hardware

Notes: *Films On Demand* is a website and is not subject to the requirement of this section.

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

Chapter 10: Non-Web Software

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

Chapter 11: Software

Notes: *Films On Demand* 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 *Films On Demand* help center. Compliance statements, including an ADA statement and

Criteria	Conformance Level	Remarks and Explanations
		VPAT, are also available.
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	All support documentation is available electronically or can be printed. If alternate formats of documentation are required, they can be made available upon request.
12.2.3 Effective communication		The *Films On Demand* Support team can be contacted for assistance via e-mail, phone, 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.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

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

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