

# EBSCO

## EBSCO Information Services Accessibility Conformance Report International Edition (Based on VPAT® Version 2.5Rev)

**Name of Product/Version:** EBSCOlearning Base Platform

**Report Date:** November 2025

**Product Description:** Web-based educational platform providing course modules and learning tools for LearningExpress Library, PrepSTEP, AMA MicroCourses, and AWS Courses.

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**Notes:** This VPAT reflects findings observed through web accessibility assessments conducted in November 2025.

**Evaluation Methods Used:**

This conformance report is the result of an accessibility audit conducted by Microassist Inc., a third-party company specializing in accessibility testing, auditing, and remediation. As noted below, the audit was conducted in accordance with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA.

The EBSCOlearning Base Platform is a web-only product accessed via desktop browsers. It does not include standalone software or authoring functionality.

The audit used a combination of manual and automated tests. The following applications were used as part of the audit to identify and report potential

accessibility issues:

- Desktop and laptop browsers: Chrome and Firefox
- Assistive Technologies for Manual Testing: JAWS and NVDA with Keyboard
- Automated Testing Tools: Various tools and plugins, such as HTML\_CodeSniffer, AQA, Paul J Adam Bookmarklets for Accessibility Testing, and Paciello Group Color Contrast Analyzer.
- Testing included representative user workflows such as login, course navigation, assessments, and resource download.

### Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA (Yes / <b>No</b> )
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA (Yes / <b>No</b> )
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA (Yes / <b>No</b> )
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	<b>(Yes)</b>

Standard/Guideline	Included In Report
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(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 only be used in WCAG Level AAA criteria.

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
  - Clause 9 - Web
  - Clauses 10.1-10.4 of Clause 10 - Non-Web Documents
  - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
  - Chapter 5 - Software and 504.2 – Authoring Tools are not applicable to this web-based platform.
  - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

## Overall Conformance Summary

The EBSCOlearning Base Platform demonstrates substantial alignment with WCAG 2.2 Level AA and related accessibility standards. The platform meets the majority of the success criteria for perceivable, operable, and understandable content. Areas requiring improvement include multimedia captioning, keyboard navigation, and certain color-contrast elements, which currently have partial support. These issues have been documented and are scheduled for remediation in upcoming development cycles.

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.1.1 (Web)</li> <li>● 10.1.1.1 (Non-Web Document)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Some images lack alternative text, and a few decorative images are not hidden from assistive technology.
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.1 (Web)</li> <li>● 10.1.2.1 (Non-Web Document)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Some audio-only content lacks transcripts.
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p>		

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.2.2 (Web)</li> <li>● 10.1.2.2 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Videos in the AMA Microcourse may not provide captions. Synchronized captions are present for other videos on the platform.
<u><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.2.3 (Web)</li> <li>● 10.1.2.3 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Some video content includes audio descriptions, but they do not always accurately capture all dialogue or identify complex visual information.
<u><a href="#">1.3.1 Info and Relationships</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Some headings and lists are visually implied but lack programmatic markup. Iframes that hold the course content lack a title. Some titles do not always accurately describe the page content.
<u><a href="#">1.3.2 Meaningful Sequence</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.3.2 (Web)</li> <li>● 10.1.3.2 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> </ul>	Web: Partially Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>		Web: Some of the course content that is displayed after user interaction is not dynamically read by the screen reader.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.3.3 (Web)</li> <li>● 10.1.3.3 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Supports	Web: Instructions do not rely on sensory characteristics such as shape or location in the course content.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.1 (Web)</li> <li>● 10.1.4.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Color is used to indicate multiple links, data distinctions in maps, finger placement, correct keystrokes, and the amount of Time Remaining for testing.
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.2 (Web)</li> <li>● 10.1.4.2 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508	Web: Supports	Web: The content does not include automatically playing audio that cannot be muted.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>		
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.1 (Web)</li> <li>● 10.2.1.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Some isolated objects in the course content, such as links, toggles, and hotspots, could not receive focus or operate with keyboard input.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.2 (Web)</li> <li>● 10.2.1.2 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Supports	Web: No content in the course traps keyboard focus.
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.4 (Web)</li> <li>● 10.2.1.4 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The course does not contain single-character key shortcuts. A guide is given explaining all keyboard shortcuts.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.1 (Web)</li> </ul>	Web: Partially Supports	Web: Some courses include content that requires timed user input during testing. Users are warned

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.2.2.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>		before the session expires. This exception is noted as the time limit is essential for testing purposes.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.2.2 (Web)</li> <li>● 10.2.2.2 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Supports	Web: The platform does not contain content that is moved or animated that starts automatically. The video players have a pause button.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.3.1 (Web)</li> <li>● 10.2.3.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Supports	Web: The course content does not contain blinking or flashing content.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.1 (Web)</li> <li>● 10.2.4.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508	Web: Partially Supports	Web: The course content does not contain Skip to Page Content or Skip to Navigation links on all pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>		
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.2 (Web)</li> <li>● 10.2.4.2 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Most pages have a descriptive page title element. The platform lacks unique and descriptive page titles for some pages.
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.3 (Web)</li> <li>● 10.2.4.3 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Some modal dialog windows do not trap focus.
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.4 (Web)</li> <li>● 10.2.4.4 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Supports	Web: The purpose of a link can be determined from its link text and context.
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p>	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.1 (Web)</li> <li>● 10.2.5.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 – Does not apply		Web: The course content does not require path-based or multi-point gestures for any functionality.
<u><a href="#">2.5.2 Pointer Cancellation</a></u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.2 (Web)</li> <li>● 10.2.5.2 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 – Does not apply	Web: Supports	Web: No functionality in the course content occurs on the down-event.
<u><a href="#">2.5.3 Label in Name</a></u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.3 (Web)</li> <li>● 10.2.5.3 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 – Does not apply	Web: Partially Supports	Web: The drag-and-drop items and drop zones need clear labels to help users understand how to interact with the component and what input is expected.
<u><a href="#">2.5.4 Motion Actuation</a></u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.4 (Web)</li> <li>● 10.2.5.4 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 – Does not apply	Web: Supports	Web: No functionality on the course content requires device movement.
<u><a href="#">3.1.1 Language of Page</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.1.1 (Web)</li> </ul>	Web: Supports	Web: The language of each page in the platform is programmatically set.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.3.1.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>		
<p><b>3.2.1 On Focus</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.2.1 (Web)</li> <li>● 10.3.2.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: The Notepad popover unexpectedly closes after the last item in the popover receives focus.
<p><b>3.2.2 On Input</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.2.2 (Web)</li> <li>● 10.3.2.2 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Supports	Web: No context changes occur when the values of any user interface components are changed.
<p><b>3.2.6 Consistent Help</b> (Level A 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The main navigation provides a consistent help mechanism across the platform. Access to help via the Help and Contact links is maintained in the same relative order on each page.
<p><b>3.3.1 Error Identification</b> (Level A)</p>	Web: Partially Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.1 (Web)</li> <li>● 10.3.3.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>		<p>Web: Some forms do not explicitly state that an error has occurred.</p>
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.2 (Web)</li> <li>● 10.3.3.2 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: Some forms do not indicate required fields or provide instructions. Some form controls lacked labels.</p>
<p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: The platform does not require redundant user input.</p>
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.1 (Web)</li> <li>● 10.4.1.1 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> </ul>	<p>Supports</p>	<p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Documentation)</li> </ul>		
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-Web Document)</li> <li>12.1.2 (Product Documentation)</li> <li>12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)</li> <li>602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Some buttons may not programmatically denote state, and some components may not reflect their visual and functional presentation on the screen.

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-Web Document)</li> <li>12.1.2 (Product Documentation)</li> <li>12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)</li> <li>602.3 (Support Documentation)</li> </ul>	Web: Not Applicable	Web: The course content does not broadcast live multimedia.
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-Web Document)</li> <li>12.1.2 (Product Documentation)</li> </ul>	Web: Partially Supports	Web: Some video content includes audio descriptions, but they do not always accurately capture all dialogue or identify complex visual information.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>		
<p><b>1.3.4 Orientation</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.4 (Web)</li> <li>● 10.1.3.4 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The course content does not restrict the user to either landscape or portrait orientation.
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.5 (Web)</li> <li>● 10.1.3.5 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	Web: Most input fields are clearly identified, there might be some input fields that may not be clear to assistive technology.
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.3 (Web)</li> <li>● 10.1.4.3 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Some isolated instances of evaluated course content include buttons and text that fall below the minimum requirements.
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.4 (Web)</li> </ul>	Web: Supports	Web: Text can be resized without losing visibility or meaning.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.1.4.4 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>		
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.5 (Web)</li> <li>● 10.1.4.5 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: The course may contain tables rendered using images of text. Other images of text may include diagrams or charts, which may be essential to the presentation.
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.10 (Web)</li> <li>● 10.1.4.10 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 – Does not apply	Web: Supports	Web: The course content is embedded in a larger webpage that handles page reflow.
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 – Does not apply	Web: Partially Supports	Web: Some buttons do not meet minimum contrast. In the AWS Courses, the Expand/Collapse Side Panel button falls below contrast requirements.
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)</p> Also applies to:	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.12 (Web)</li> <li>● 10.1.4.12 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 – Does not apply		Web: Text can be re-spaced in the platform per the specification.
<u><a href="#">1.4.13 Content on Hover or Focus</a></u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.13 (Web)</li> <li>● 10.1.4.13 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 – Does not apply	Web: Partially Supports	Web: Some tooltips that appear on hover cannot be reached with the keyboard or pointer, and they close before users can interact with them. In the College Finance Tool and Tutorials, this prevents users from accessing information that appears on hover or focus.
<u><a href="#">2.4.5 Multiple Ways</a></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.5 (Web)</li> <li>● 10.2.4.5 (Non-Web Document) – Does not apply</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Supports	Web: The platform contains multiple ways to find content. All content can be navigated by the navigation menu or search bar.
<u><a href="#">2.4.6 Headings and Labels</a></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.6 (Web)</li> <li>● 10.2.4.6 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Headings and labels describe the purpose throughout the platform. Some headings may not be descriptive.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.7 (Web)</li> <li>● 10.2.4.7 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: The Tests section contains calculators that do not visually indicate focus in the modal.
<p><a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: No authored content obscures focus.
<p><a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Does Not Support	Web: Some content relies on dragging movements in the platform.
<p><a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: All targets on the platform are of sufficient size and spaced sufficiently from other targets.
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.2 (Web)</li> <li>● 10.3.1.2 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: Some content in the Spanish Language Resources section deviates from the default page language and lacks a valid lang attribute.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.3 (Web)</li> <li>● 10.3.2.3 (Non-Web Document) – Does not apply</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Supports	Web: Navigation elements are consistently located on the platform.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.4 (Web)</li> <li>● 10.3.2.4 (Non-Web Document) – Does not apply</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Supports	Web: Similar components were consistently identified throughout the platform.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.3 (Web)</li> <li>● 10.3.3.3 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>	Web: Partially Supports	Web: In some error messages, there is no indication of a valid format.
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.4 (Web)</li> </ul>	Web: Supports	Web: The platform does not collect financial or legal data from the user.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.3.3.4 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)</li> <li>● 602.3 (Support Documentation)</li> </ul>		
<p><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The platform does not rely on cognitive function tests for entry. The platform supports password managers.
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.4.1.3 (Web)</li> <li>● 10.4.1.3 (Non-Web Document)</li> <li>● 12.1.2 (Product Documentation)</li> <li>● 12.2.4 (Support Documentation)</li> </ul> Revised Section 508 – Does not apply	Web: Partially Supports	Web: Some messages are not read dynamically when they appear.

### Table 3: Success Criteria, Level AAA

Notes: The evaluation does not include AAA Success Criteria.

## Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Some course content lacks alternative text for assistive technology users. Implied lists were used in some areas of the courses. Certain form fields lack programmatic labels. Videos may contain visual information that is not conveyed in audio.
302.2 With Limited Vision	Partially Supports	Buttons, text, and form controls in the platform may fall under color contrast requirements. Some courses use color as the only indicator for important information. Tooltips may not be hoverable. Focus is not visible on some components, and the focus order is not sequential in a few modals.
302.3 Without Perception of Color	Partially Supports	Some components and text may use color to denote correct/incorrect answers, links, data distinctions, and keyboard course information.
302.4 Without Hearing	Partially Supports	The AMA Microcourse video does not include closed captions or transcripts for the hearing-impaired. Several audio-only files lack alternative text.
302.5 With Limited Hearing	Partially Supports	The AMA Microcourse video does not include closed captions or transcripts for the hearing-impaired. Several audio-only files lack alternative text.
302.6 Without Speech	Supports	No features in the course rely on speech for user input.
302.7 With Limited Manipulation	Partially Supports	Some content may not be operable with keyboard input or may receive focus out of order. Some dynamic content may not receive focus.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	The course content does not have a reach or strength requirement.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Forms may lack instructions and labels. The language that differs from the main content is not programmatically denoted in some areas. The course provides multiple ways to find content.

## Chapter 4: [Hardware](#)

Notes: The platform was not evaluated under Chapter 4.

## Chapter 5: [Software](#)

Notes: The platform was not evaluated under Chapter 5.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Platform is not subject to Chapters 4 and 5.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Alternate print formats can be provided upon request.
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Platform is not subject to Chapters 4 and 5.
603.3 Accommodation of Communication Needs	Supports	Web: Users can contact EBSCO Support through telephone, chat, email, text, TTY, and video relay services. Support staff

Criteria	Conformance Level	Remarks and Explanations
		accommodate individual communication needs and provide alternate formats upon request.

## EN 301 549 Report

Notes: This section summarizes conformance with EN 301 549 V3.2.1 (2021-03). Findings in Clauses 4, 9, 10, and 12 correspond directly to the WCAG 2.2 Level A and AA results documented above. Clauses 8 (Hardware) and 11 (Software) are not applicable, as the EBSCOlearning Base Platform is a web-based service with downloadable non-web documents and web-based support documentation. No evaluation was required for Clauses 5–7 and 13.

### Clause [4: Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Some course content lacks alternative text for assistive technology users. Implied lists were used in some areas of the courses. Certain form fields lack programmatic labels. Videos may contain visual information that is not conveyed in audio.
4.2.2 Usage with limited vision	Partially Supports	Buttons, text, and form controls in the platform may fall under color contrast requirements. Some courses use color as the only indicator for important information. Tooltips may not be hoverable. Focus is not visible on some components, and the focus order is not sequential in a few modals.
4.2.3 Usage without perception of color	Partially Supports	Some components and text may use color to denote correct/incorrect

		answers, links, data distinctions, and keyboard course information.
4.2.4 Usage without hearing	Partially Supports	The Microcourse video does not include closed captions or transcripts for the hearing-impaired. Several audio-only files lack alternative text.
4.2.5 Usage with limited hearing	Partially Supports	The Microcourse video does not include closed captions or transcripts for the hearing-impaired. Several audio-only files lack alternative text.
4.2.6 Usage with no or limited vocal capability	Supports	No features in the course rely on speech for user input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Some content may not be operable with keyboard input or may receive focus out of order. Some dynamic content may not receive focus.
4.2.8 Usage with limited reach	Supports	The course content does not have a reach or strength requirement.
4.2.9 Minimize photosensitive seizure triggers	Supports	No content in the course blinks or flashes.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Forms may lack instructions and labels. The language that differs from the main content is not programmatically denoted in some areas. The course provides multiple ways to find content.
4.2.11 Privacy	Supports	The platform maintains the same level of privacy for all users.

## **Clause [5: Generic Requirements](#)**

Notes: The platform was not evaluated under Clause 5.

## **Clause [6: ICT with Two-Way Voice Communication](#)**

Notes: The platform was not evaluated under Clause 6.

## Clause [7: ICT with Video Capabilities](#)

Notes: The platform was not evaluated under Clause 7.

## Clause [8: Hardware](#)

Notes: The platform was not evaluated under Clause 8.

## Clause [9: Web](#) (see [WCAG 2.x section](#))

Notes:

## Clause [10: Non-Web Documents](#)

Notes: Applies to downloadable PDFs and eBooks provided through the platform. These materials were reviewed for accessibility features, including tagged reading order, text alternatives for images, and proper heading structure.

## Clause [11: Software](#)

Notes: Not applicable. The platform is web-based and does not include standalone software.

## Clause [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	The platform is not subject to Clauses 8 and 11.
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.2.2 Information on accessibility and compatibility features	Supports	The platform is not subject to Clauses 8 and 11.
12.2.3 Effective communication	Supports	Web: Users can contact EBSCO Support through telephone, chat, email, text, TTY, and video relay services. Support staff provide effective communication by responding in the user's preferred communication method and offering alternate formats when needed.
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

## Clause [13: ICT Providing Relay or Emergency Service Access](#)

Notes: The platform was not evaluated under Clause 13.

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