

Infobase Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: *African-American History* database

Product Description: The *African-American History* database is a resource for student research. It features a variety of learning assets, including videos, slideshow overviews, primary sources, subject and era topic entries, maps and charts, and timelines.

Report Date: January 2020

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Note: This report reflects accessibility testing done on the initial landing pages, form pages, and various search results pages.

Evaluation Methods Used: The main testing tools and methods used were WAVE (Web Accessibility Evaluation Tool) from WebAIM, ARC Toolkit, and Colour Contrast Analyser from the Paciello Group, the JAWS (Job Access With Speech) screen reader from Freedom Scientific, 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) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

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

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

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Notes: Content in the *African-American History* database comes from a variety of sources. Most images on the site have alternative text applied to them. However, standalone images accessed via search do not display alternative text for assistive technology, such as a screen-reader. The main reason is a soon to be replaced third-party plugin used initially to view the images more dynamically is blocking assistive technology from accessing the programmatic information of the images. Finally, current accessibility deficiencies do not necessarily mean that the use of assistive technology is impossible. It only means there may be some unclear, redundant, or inefficiently identified content read by assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Images, image buttons, linked images, form buttons, and inputs have appropriate, equivalent descriptive or alternative text.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> • <i>My Research</i> and <i>My Preference</i> pages have a small number of non-text items that are missing an alternative text or associated text labels on some form control components. • The search button in the top navigation area is missing a programmatic identifier. • Single image pages accessed via search do not reveal alternative text to screen-readers. This issue is caused by a soon to be replaced third party plugin used initially to display images dynamically. The plugin blocks screen-reader access to an image's programmatic data. <p>The detected accessibility issues listed are not necessarily detrimental to the full use of the website.</p> <p>Test method: WAVE, ARC Toolkit, JAWS, and manual visual checks.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p>	Supports	<p>There are small amounts of prerecorded audio-only and silent video-only media files within the <i>African-</i></p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p><i>American History</i> database. Video without audio will have a corresponding transcript notification explaining it is silent.</p> <p>Test method: Manual visual checks.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Generally, most non-live videos have synchronized closed captioning. Some prerecorded video titles, such as the <i>British Pathé</i> and <i>The WPA Film Library</i> newsreel videos, may not contain audio, or if they have audio, they may not have closed captioning or a corresponding transcript. If videos do not have captions or transcripts, they are likely short newsreel type videos that are supplemental media alternatives for text. However, they are not often clearly labeled as such.</p> <p>Test method: Manual visual checks.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Interactive text transcripts and captions for most videos are available. If videos do not have captions or transcripts, they are likely short newsreel type videos that are supplemental media alternatives for text. However, they are not often clearly labeled as such.</p> <p>Test method: Manual visual checks</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most text labels are associated with corresponding form inputs, and data tables are correctly associated with their header cells.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> • Heading levels do not reflect relative order in the hierarchy, but headings are mostly descriptive. <p>Test method: WAVE, JAWS, manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The reading and navigation order of the content is logical and intuitive.</p> <p>Test method: WAVE, JAWS, manual visual checks</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Instructions for understanding and operating content do not rely on sensory characteristics. Typically, text instructions or labels are provided.</p> <p>Test method: WAVE, manual visual checks</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The <i>African-American History</i> database does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. For instance, most links are found in navigational regions of the website and are not in-line in the body text. Additionally, any use of color alone conveyed in links is complemented with the use of additional visual cues such as an underline upon a mouse hover or keyboard focus. These additional visual cues, in turn, prevent a user from needing to rely on the user's ability to perceive colors.</p> <p>Test method: Manual visual checks</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Videos with audio do not play automatically on the <i>African-American History</i> database. On the video player, there is a mechanism available to control audio volume.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Almost all page functionality within the <i>African-American History</i> database is available using the keyboard.</p> <p>Some current exceptions are:</p> <ul style="list-style-type: none"> • Show More/Less toggle button does not receive the keyboard focus. • Topics A-Z navigation of the alphabet does not activate when the keyboard focuses on a letter. • My Research page, the keyboard skips the <i>Move</i> and <i>Create New Folder</i>. • The Login page, the keyboard skips, <i>Forget Password</i>, and <i>Create New Account</i>. • The interactive image tools in single image pages are not accessible with the keyboard. <p>Testing method: Manual visual checks</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The keyboard can be used to tab through all content, and focus does not get trapped.</p> <p>Testing method: Manual visual checks</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The <i>African-American History</i> database does not have any perceptible timed response requirements.</p> <p>Testing method: Manual visual checks</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> • <p>Revised Section 508</p>	Supports	<p>The <i>African-American History</i> database does not have any moving, blinking, scrolling, or auto-updating content.</p>

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<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Testing method: Manual visual checks
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The <i>African-American History</i> database does not use flashing or blinking elements in the user interface.</p> <p>Testing method: Manual visual checks</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>Skip to Main Content bypass link is available on all pages.</p> <p>Testing method: Manual visual checks</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>All web pages include titles that describe the topic or purpose.</p> <p>Testing method: WAVE, manual visual and code checks</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Navigation order of links, form elements, and object elements are all in logical and intuitive keyboard focus order.</p> <p>Testing method: WAVE, JAWS, Manual visual and code checks</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Partially Supports	<p>The purpose of links can usually be determined by text alone or by its context to a surrounding paragraph or list.</p> <p>Some current exceptions where the purpose of a link is not programmatically or determined are:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		<ul style="list-style-type: none"> View More links on the home page sliders. Show More / Show Less accordion link on the right-hand sidebar content on the home page. At the bottom of the search results page, navigation is not programmatically determined. <p>Testing method: WAVE, JAWS, manual visual checks</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>The default language of each page in the platform can be programmatically determined. HTML language attributes <code><html ... lang="en"></code> is present in all pages.</p> <p>Testing method: WAVE, manual visual and code checks</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Page elements upon focus do not change substantially on the page. No interference occurs.</p> <p>Testing method: Manual visual checks</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>User inputs and controls are predictable. There are no substantial changes to pages during input of information that could confuse or disorient a user.</p> <p>Testing method: WAVE, Manual visual checks</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>When input errors are detected, the item causing the error is identified, and the error is described in the text on the screen, but it is not read aloud by a screen reader or assistive technology.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Content that requires user input may not always be appropriately labeled according to accessibility guidelines. Additionally, some labels or instructions displayed as text on the screen may not always be automatically read aloud by a screen reader or assistive technology.</p> <p>Testing method: Manual visual checks</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>All pages conform to modern HTML/XHTML web standards. The validator: https://validator.w3.org/ found some minor parsing errors, but not significant enough to affect the accessibility of the <i>African-American History</i> database.</p> <p>Testing method: WAVE, validator.w3.org, manual visual checks</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Updates to the HTML markup and the WAI-ARIA attributes are needed to facilitate accessibility within the <i>African-American History</i> database better. While the database has been regularly updated to conform to many accessibility standards and guidelines, some inherited components were not made with accessibility in mind. Therefore, form elements, links, and components generated by scripts may be missing the name, role, or value attributes that work better with assistive technology.</p> <p>Testing method: WAVE, validator.w3.org, HTML_CodeSniffer, manual visual checks.</p>

Table 2: Success Criteria, Level AA

Notes: Content in the *African-American History* database comes from a variety of sources. Most images on the site have alternative text applied to them. However, standalone images accessed via search do not display alternative text for assistive technology, such as a screen-reader. The main reason is a soon to be replaced third-party plugin used initially to view the images more dynamically is blocking assistive technology from accessing the programmatic information of the images. Finally, current accessibility deficiencies do not necessarily mean that the use of assistive technology is impossible. It only means there may be some unclear, redundant, or inefficiently identified content read by assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>There is no live content in the <i>African-American History</i> database. Since there is no content to which this criterion applies, this criterion is satisfied.</p> <p>Testing method: Manual visual checks</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>We do not provide an audio description for the prerecorded video. However, closed captioning and interactive transcripts are available for videos.</p> <p>Testing method: Manual visual checks</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>All foreground/background color combinations used for text in the page have a contrast ratio of at least 4.5:1 / 3:1 for large text.</p> <p>Testing method: WAVE, Colour Contrast Analyser, and manual visual checks</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Text, including captions, can be resized up to 200 percent without loss of content or functionality.</p> <p>Testing method: Manual visual checks</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Images of text are not generally used and not found during testing.</p> <p>Testing method: Manual visual checks</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>There are multiple ways to reach core content, including search, browse, and direct links. The main navigation area is always available on every page.</p> <p>Testing method: Manual visual checks</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Heading structures and form labels are informative and compliant with accessibility standards.</p> <p>Testing method: WAVE, JAWS, manual visual checks</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The keyboard focus indicator is visible on all page elements throughout the platform.</p> <p>Testing method: Manual visual checks</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>There is no non-English content on the <i>African-American History</i> database. Since there is no content to which this criterion applies, this criterion is satisfied.</p> <p>Testing method: Manual visual checks</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Supports	<p>The repeated navigational mechanisms, such as top navigations and search options, are always repeated in the same relative order.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		Testing method: Manual visual checks
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Components with the same functionality are always identified the same way within the platform. Testing method: Manual visual checks
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	When input error is detected, a suggestion is given to correct the mistake. For example, an incorrectly entered date results in a recommendation for the user to re-enter the information into the correct format. Testing method: Manual visual checks
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The <i>African-American History</i> database 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

Table 3: Success Criteria, Level AAA

Notes: The *African-American History* database 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	<p>The <i>African-American History</i> database content is accessible with Assistive Technology (AT), such as JAWS or NVDA screen reader applications.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> Some AT keyboard controls could interfere with some of the scrolling mechanisms within the content display areas, for instance, with image slideshows.
302.2 With Limited Vision	Partially Supports	<p>The <i>African-American History</i> database supports browser magnification up to 200%. Additionally, content is generally accessible with AT and does not interfere with controls provided by the operating system, such as high contrast mode.</p>
302.3 Without Perception of Color	Supports	<p>Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.</p>
302.4 Without Hearing	Supports	<p>The <i>African-American History</i> database video player supports closed captioning and has interactive transcripts. When transcripts are available, the transcripts are downloadable into a separate PDF.</p>
302.5 With Limited Hearing	Supports	<p>The <i>African-American History</i> database video player supports closed captioning and has interactive transcripts. When transcripts are available, the transcripts are downloadable into a separate PDF.</p>

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Not Applicable	The use of speech is not required to access the content.
302.7 With Limited Manipulation	Supports	The <i>African-American History</i> database supports standard input mechanisms such as keyboard navigation.
302.8 With Limited Reach and Strength	Supports	The <i>African-American History</i> database supports standard input mechanisms such as keyboard navigation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The <i>African-American History</i> database has no timed response limits. Also, the website gives error indications where needed, has logical keyboard navigation, and the tab focus order and functionality is the same across the platform.

Chapter 4: [Hardware](#)

Notes: The *African-American History* database is a website and is not subject to the requirement of this section.

Chapter 5: [Software](#)

Notes: The *African-American History* database is a web-only platform and is not subject to non-web software criteria since it has been addressed in the above WCAG 2.0 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 platform help center.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 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.
<u>603 Support Services</u>	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 email, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	The <i>African-American History</i> database support team can be contacted for assistance via email, phone, or live chat. Other methods can be made available upon request.

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