

Alexander Street Video Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Alexander Street Video Platform / June 2025

Report Date: June 2025

Product Description: Alexander Street Video Platform spans a wide range of subject areas including anthropology, business, counseling, film, health, history, music, and more.

Contact Information: SBrennan@alexanderstreet.com

Notes: Platform URL: <https://video.alexanderstreet.com>

For this document and the accompanying accessibility statement, please visit the ProQuest accessibility directory:
<https://support.proquest.com/articledetail?id=kA140000000GuogCAC>

To see accessibility documentation for the third-party interactions feature, please visit:
<https://knowledge.playposit.com/article/82-accessibility>

Evaluation Methods Used:

- Deque's Color Contrast Analyzer
- Deque's axe DevTools accessibility testing tool
- High Contrast Chrome extension
- Chrome Developer Tools
- Keyboard-access manual testing and assessment
- NVDA (NonVisual Desktop Access), JAWS and Voiceover screen readers.

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)

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.2	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 for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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 2.2 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 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Images, icons, and non-text graphical content throughout the product have accessible labels, alt-text, and titles that can be read by assistive technologies.</p> <p>Compliance of this standard was validated using manual visual checks and NVDA.</p>
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 	Not applicable	<p>There is no audio-only or video-only content. Videos, even silent films, generally have soundtracks. For transcript coverage, see remarks for WCAG 1.2.3.</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) 		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	Captions are available for all videos with transcripts (approximately 95% of videos), as captions are generated from the transcript files. Compliance of this standard was validated using manual visual checks.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Partially supports	Alexander Street aims to provide transcriptions for as much video as possible. Time-synchronized transcripts are provided for approximately 95% of all videos. Exceptions include non-English films (non-English languages are not currently transcribed) and videos containing mostly music (transcripts are limited to speech within the video and do not include an alternative textual presentation of the music). Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>The site employs the following to support this:</p> <ul style="list-style-type: none"> labels/ids with form elements markup for lists & headings CSS to control the visual presentation of text Correct use of semantic markup (bold, italics, etc.) <p>Compliance of this standard was validated using manual visual checks of the site and HTML/CSS.</p>
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Content is ordered in a meaningful sequence, even when page styling is turned off.</p> <p>Compliance of this standard was validated using manual keyboard navigation and WAVE.</p>
1.3.3 Sensory Characteristics (Level A) Also applies to:	Supports	<p>Instructions provided do not rely solely on sensory characteristics of components such as shape, size, visual</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		location, orientation, or sound. Typically, descriptive text and labels are used.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Compliance of this standard was validated using manual visual checks and WAVE.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 	Supports	While audio plays automatically when a video loads, there is a mechanism to stop the video and an independent volume control on the video player.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Compliance of this standard was validated using manual visual checks
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	This product is designed for keyboard access. Product navigation and functionality is available and executable from a keyboard. Compliance of this standard was validated using manual keyboard checks.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 	Supports	Focus can be moved to and away from components using only a keyboard. Compliance of this standard was validated using manual keyboard navigation

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	There are several shortcuts triggered by a single key, but users have the option to turn off these shortcuts and add the SHIFT key as modifier to the single character key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	This site does not require timed responses. Compliance of this standard was validated using manual keyboard navigation and consultations with developers.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	There is no moving, blinking, scrolling, or auto-updating content on the site. Compliance of this standard was validated using manual visual checks.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	This product does not use flashing or blinking elements in the user interface. Compliance of this standard was validated using manual visual checks.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria	Supports	The first element on every page is a “Skip to main content” link which allows users to skip all repetitive navigation. Blocks of content are grouped under headings or using structural elements.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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 <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 		Compliance of this standard was validated using manual keyboard checks.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Pages have meaningful and descriptive titles. Compliance of this standard was validated using manual visual checks.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 	Supports	Page elements and functionality are placed in an order that follows the sequences and relationships in the content. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>Meaningful link text has been used throughout the ProQuest platform. Where link text could be considered ambiguous, we have provided title attribute text or, for assistive technologies, ARIA labels with additional information.</p> <p>Compliance of this standard was validated using manual visual checks of the site and HTML/CSS.</p> <p>Exception: JAWS screen reader is not able to read each video's title on teaser cards</p>
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Supports	<p>No path-based or multi-point gestures are used.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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	<p>Pointer based actions can be cancelled on the up-event or undone after they are triggered on the down event. For example, text focus on search input box can be reversed, and opened dropdown menus can be closed without forcing a change in context.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	<p>The accessible names for components are consistent with the text that is displayed to the user.</p> <p>Compliance of this standard was validated using manual visual checks of the site and HTML/CSS.</p>
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 	Supports	<p>Content does not require motion controls or physical gestures to access content or functionality.</p> <p>The point of view in 360 VR videos can be controlled via mobile device rotation but can also be controlled by the mouse (click and drag).</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Compliance of this standard was validated using manual visual checks.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The language of each page has been specified in the HTML. Compliance of this standard was validated using manual visual checks of the HTML/CSS.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports	Context is not changed on focus alone. Compliance of this standard was validated using manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Context is not changed automatically – appropriate controls are provided. Compliance of this standard was validated using manual visual and keyboard checks.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	User help is available consistently on our platform, to access go to Menu > About > Help.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports	Error messages are provided on all forms. Compliance of this standard was validated using manual visual checks and NVDA.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Input fields are clearly labeled, and explanatory text is provided to assist the user where necessary. Compliance of this standard was validated using manual visual checks of the site, HTML/CSS, and WAVE.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	No processes require the same information to be entered more than once, with the allowed exception of confirming passwords during account creation.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria <ul style="list-style-type: none"> 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	Supports	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 WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Pages conform to HTML web standards, so the name and role of UI components can be determined. Label / ids and other accessible code necessary for screen readers are associated with all form elements. Compliance of this standard was validated using manual visual checks of the site, HTML/CSS, and WAVE.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 	Not applicable	Alexander Street Video does not have live videos.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>Audio descriptions have been added to 75 high use videos in Academic Video Online. Audio described videos are added to the platform as they are produced for select videos. This is an ongoing process.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	<p>All content and functionality is available regardless of device orientation. Users can watch videos in portrait or landscape orientation.</p> <p>Compliance of this standard was validated using manual visual checks and Chrome’s developer tools.</p>

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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	<p>There are many forms on the Alexander Street Video site (login, create an account), these forms do employ the autocomplete html property to allow for easy autocompletion of form data.</p> <p>Compliance of this standard was validated using manual visual checks of the site and HTML/CSS.</p>
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Text throughout meets the recommended color contrast ratio. In addition, CSS style sheets can be switched off or overridden by user preferences.</p> <p>Compliance of this standard was validated using the WebAIM Color Contrast Analyzer.</p>
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 	Supports	<p>Text throughout Alexander Street Video can be resized without assistive technology up to 200% without loss of content or functionality.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>Images of text are not used for user interface elements. Text may appear in images on the thumbnail covers of films, or within the videos themselves. In nearly all cases, the text within video thumbnail images is repeated elsewhere (i.e. the video title and credits are included on the video page's "Details" section). Text within videos is often explained verbally and is available in text format in the "Transcript" section of the video page.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 	Supports	<p>Text reflows upon browser zoom and does not require the user to scroll in more than one direction to read the text.</p> <p>Compliance of this standard was validated using manual visual checks and Chrome developer tools.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Non-text content, such as icons, meets minimum standards of 3:1. Compliance of this standard was validated using the WebAIM Color Contrast Analyzer.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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	Supports	In Alexander Street Video, the text settings specified in this standard can be adjusted to specified levels without obscuring or cutting off the display of the text. Compliance of this standard was validated using manual visual checks and Chrome developer tools.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 	Supports	Custom tooltips and menus are dismissible, hoverable and persistent. Compliance of this standard was validated using manual visual and keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <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>More than one way is available to locate the main pages of the site.</p> <p>For instance, links to the main pages of the site are available on every page through global navigation links. All main pages of the site provide a search form, so users can access content.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports	<p>Descriptive headings and labels have been used throughout the interface.</p> <p>Compliance of this standard was validated using manual visual checks and WAVE.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>The site has been implemented to support the default focus indicator for the device being used.</p> <p>In addition, link text and other interactable elements have been styled to change in visual appearance when the mouse hovers or tabs over them, usually with a thick black, white, or colored border (the color is dependent on the background color and chosen to provide as much contrast as possible.)</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	<p>Dragging movements are used for the video player scrub bar and volume control, Release Date and Video duration filters in the filter panel and in the clip creation panel. In all cases the user can click on a point along the scale as an alternative to dragging the control.</p>
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	<p>Interactive UI elements other than inline targets have a minimum size or spacing around them of 24px x 24px.</p>
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 	Does not support	<p>The site is not coded to identify changes to language in the content.</p> <p>Compliance of this standard was validated using manual visual checks of the HTML/CSS.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <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>The primary site-wide navigation menu appears on the top-left corner of every page on the site and can be used to navigate home or to specific channel or collection pages.</p> <p>All pages feature search functionality on the top right corner of the page.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 	Supports	<p>Care has been taken to identify components with the same functionality consistently throughout the site.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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 		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Suggestions for error correction are made when applicable. Compliance of this standard was validated using manual visual checks.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	For authentication into user profile accounts, the user can paste their credentials into the username/password fields or use their browser password manager. Authentication into the Alexander Street Video platform is generally handled by the subscribing institution.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Compliance of this standard was validated using NVDA.

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	See WCAG 1.2.1, 1.2.3, 1.2.5, 1.4.5, 3.1.2
302.2 With Limited Vision	Supports	See above. See also WCAG 1.4.10
302.3 Without Perception of Color	Partially supports	See WCAG 1.4.1, 1.4.3, 1.4.11 Exception: We cannot guarantee that all content provided by our publishing partners complies with this standard.
302.4 Without Hearing	Partially supports	See WCAG 1.2.1, 1.2.2
302.5 With Limited Hearing	Partially supports	See WCAG 1.2.1, 1.2.2
302.6 Without Speech	Supports	No WCAG 2.0 criteria apply
302.7 With Limited Manipulation	Supports	See WCAG 2.1.1, 2.1.2, 2.2.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6, 2.4.7, 3.2.1, 3.2.4, 3.3.3, 3.3.4, 4.1.1, 4.1.2
302.8 With Limited Reach and Strength	Supports	No WCAG 2.0 criteria apply
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	See WCAG 2.2.1

Chapter 5: [Software](#)

Notes: Product does not contain non-Web software. See [WCAG 2.x](#) section for WCAG 2.0 Level A and AA success criteria conformance details for Web applications.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	An accessibility statement which describes features and gaps is available through the products menu (Menu > About > Accessibility).
602.3 Electronic Support Documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<p>Product support documentation is provided online through the product's help system (Menu > About > Help) and through the Support Center, which can be reached via the Contact Us page (Menu > About > Contact Us)</p> <p>This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or through the Contact Us web form) to request any further help.</p>
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	An accessibility statement which describes features and gaps is available through the products menu (Menu > About > Accessibility).
603.3 Accommodation of Communication Needs	Supports	<p>Support services are available to accommodate the communication needs of end users with disabilities.</p> <p>Users can communicate with customer support via:</p> <ul style="list-style-type: none"> • Phone • Email • Chat

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Contact Us web form <p>Support services have experience working with end users with disabilities.</p>

EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	See WCAG 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 1.4.2, 2.1.1, 2.1.2, 2.1.4, 2.2.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6, 2.5.2, 2.5.3, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.2.3, 3.2.4, 3.3.1, 3.3.4, 4.1.1, 4.1.2, 4.1.3
4.2.2 Usage with limited vision	Partially supports	See WCAG 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.4.1, 1.4.10, 1.4.11, 1.4.12, 1.4.13, 1.4.3, 1.4.4, 1.4.5, 2.1.1, 2.1.2, 2.1.4, 2.2.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6, 2.4.7, 2.5.2, 2.5.3, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.2.3, 3.2.4, 3.3.1, 3.3.4, 4.1.2, 4.1.3
4.2.3 Usage without perception of colour	Supports	See WCAG 1.4.1, 1.4.11, 1.4.3, 3.3.1, 3.3.4
4.2.4 Usage without hearing	Partially supports	See WCAG 1.1.1, 1.2.1, 1.2.2, 1.2.4, 1.3.3, 3.1.1, 3.1.2, 3.3.4

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Partially supports	See WCAG 1.1.1, 1.2.1, 1.2.2, 1.2.4, 1.3.3, 1.4.2, 3.1.1, 3.1.2, 3.3.4
4.2.6 Usage with no or limited vocal capability	Supports	Our platforms do not require user to generate vocal input.
4.2.7 Usage with limited manipulation or strength	Supports	See WCAG 1.3.4, 1.3.5, 1.4.10, 1.4.13, 2.1.1, 2.1.2, 2.2.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6, 2.4.7, 2.5.1, 2.5.2, 2.5.3, 2.5.4, 3.2.1, 3.2.4, 3.3.3, 3.3.4, 4.1.1, 4.1.2
4.2.8 Usage with limited reach	Supports	See WCAG 1.3.4, 1.3.5, 1.4.10, 1.4.13, 2.5.1, 2.5.2, 2.5.3, 2.5.4
4.2.9 Minimize photosensitive seizure triggers	Supports	Our platforms do not include flashing content.
4.2.10 Usage with limited cognition, language or learning	Partially supports	See WCAG 1.1.1, 1.2.1, 1.2.2, 1.2.3, 1.2.4, 1.2.5, 1.3.1, 1.3.2, 1.3.3, 1.3.5, 1.4.1, 1.4.10, 1.4.12, 1.4.13, 1.4.2, 1.4.5, 2.1.1, 2.1.4, 2.2.1, 2.2.2, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6, 2.4.7, 2.5.1, 2.5.2, 3.1.1, 3.1.2, 3.2.1, 3.2.2, 3.2.3, 3.2.4, 3.3.1, 3.3.2, 3.3.3, 3.3.4, 4.1.1, 4.1.2, 4.1.3
4.2.11 Privacy	Supports	Privacy settings are made available to users in an accessible way.

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

Notes:

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	Captions are available for all videos with transcripts (approximately 95% of videos), as captions are generated from the transcript files.

Criteria	Conformance Level	Remarks and Explanations
7.1.2 Captioning synchronization	Supports	
7.1.3 Preservation of captioning	Not applicable	The platform does not transform or convert videos.
7.1.4 Captions characteristics	Partially supports	Available from the Display Settings option behind the Closed Captions control. There are a small number of videos that contain branded captions where display settings are not available.
7.1.5 Spoken subtitles	Does not support	The video player does not have an option to have subtitles read out loud.
7.2.1 Audio description playback	Supports	The small number of video records that have an audio description provide it as a separate option.
7.2.2 Audio description synchronization	Supports	Audio descriptions are synchronized with the video for the small number of video records that have them.
7.2.3 Preservation of audio description	Not applicable	The platform does not transform or convert videos.
7.3 User controls for captions and audio description	Does not support	There are two steps to toggle captions on or off. The user has to open the menu from the Closed Captions control in order to make a change.

Chapter [9: Web](#) (see [WCAG 2.2 section](#))

Notes:

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

Notes:

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	
12.1.2 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 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	
12.2.3 Effective communication	Supports	
12.2.4 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section

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