

ProQuest ETD Administrator: Accessibility Conformance Report

VPAT® Version 2.4: February 2020

Name of Product/Version: ProQuest ETD Administrator

Product description: ETD Administrator is a web-based application ProQuest provides for free to institutions who publish at least one of their Master's or Doctoral graduate works with ProQuest. The application accommodates workflows and tasks for several audiences:

- **Student authors** use ETD Administrator to submit their work to a site administrator at their institution. Representative tasks in the submission process include entering required personal information, uploading a PDF of the manuscript along with any supplemental files, choosing whether they want their work freely available on the web, and ordering print copies of their work.
- **Site administrators** review student submissions, checking the uploaded PDF for adherence to institutional formatting and stylistic standards. Administrators also use the application to manage the workflow of all graduate works. Workflow tasks can include creating additional administrators, assigning submissions to individual administrators for review, delivering approved submissions to ProQuest for editorial preparation and publishing to the ProQuest Platform.
- **Committee-review members and advisors** at select institutions can use ETD Administrator to review submission metadata (including version dates), ensuring that the submission PDF currently uploaded to ETD Administrator is the same version the committee approved at the conclusion of the defense process.

Date prepared: June 2022 | Last reviewed: December 2023

Contact information: email.technicalsupport@proquest.com

Evaluation methods used: Methods and tools:

- Deque aXe accessibility testing tool
- WebAim's WAVE (Web Accessibility Evaluation tool)
- Color Contrast Analyzer tool
- NVDA (NonVisual Desktop Access) screen-reader utility
- Keyboard-access manual testing and assessment
- High Contrast Chrome extension

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A: Yes Level AA: Yes Level AAA: No
Web Content Accessibility Guidelines 2.1	Level A: Yes Level AA: Yes Level AAA: No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , - V3.1.1 (2019-11)	No

Terms

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

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

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • Conformance determined with keyboard, observation, and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not include any audio or video content. <p>NOTE: Via the Account menu in the page header, administrator users can access supplementary video tutorial content residing on proquest.com. Neither captions or transcripts are available for these videos.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not include any audio or video content. <p>See NOTE at 1.2.1.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	<ul style="list-style-type: none"> • ETD Administrator does not include any audio or video content. <p>See NOTE at 1.2.1.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • ETD Administrator is coded using CSS to style HTML content. • Styles including heading tags and ordered and unordered lists are used as appropriate to organize content. • Pages have unique titles. • Conformance determined with keyboard, WAVE toolbar, looking at source code, and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> NVDA reads ETD Administrator pages in a top-down, left-right sequence—reflective of the desired reading order. Conformance determined with NVDA, keyboard, WAVE toolbar, looking at source code, and product use.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> Neither instructions for accessing content or functionality elements/components depend on sensory characteristics of shape, size, visual location, orientation, or sound. Conformance determined with NVDA, keyboard, WAVE toolbar, looking at source code, and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> Color is used to enhance usability by drawing attention to certain areas of the screen, like navigation. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Conformance determined with WAVE toolbar and product use.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not include any audio or video content. <p>See NOTE at 1.2.1.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> The product is designed for keyboard access. With the cursor in the browser address bar, the user can Tab through the interactive elements—links, form controls, etc.—on the page. ‘Skip navigation’ links are in place, allowing users to skip main navigation and go directly to page content. Conformance determined with WAVE toolbar, reviewing source, and product use.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> Conformance determined with WAVE toolbar and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> • Conformance determined by observation and product use.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	<ul style="list-style-type: none"> • ETD Administrator does not require timed responses. • Conformance determined by observation and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not implement or feature any UI elements or content that causes or necessitates moving, blinking, scrolling, or auto-updating information. No pausing, stopping, or hiding is required. Conformance determined by observation and product use.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not implement any flash, flashing, or flash-like experience... whether related to content or not. Conformance determined by observation and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>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	<ul style="list-style-type: none"> A ‘Skip navigation’ link is provided at the top of every page after the user logs in, to permit users to skip repetitive navigation links. Conformance determined by observation, keyboard, WAVE, and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <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>Many pages have unique page titles. Some do not. Challenge, as ETD Administrator is now a single-page application.dd</p> <p>Exceptions</p> <ul style="list-style-type: none"> Student-submission pages share a common page title: <title>ETD Administrator - My ETDs - Submit my ETD</title> <p>Determined by source review and product use.</p> <p>Remediation anticipated in Q3 or Q4 2022 releases.</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> Conformance determined by observation, keyboard, and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • Link purpose is are clear in context, across ETD Administrator. • Conformance determined by observation, keyboard, and product use.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> • Conformance determined by observation and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> • Conformance determined by observation and product use.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Does Not Support	<p>Conformance level reflects consultation with technical staff.</p> <ul style="list-style-type: none"> • Remediation anticipated in Q3 or Q4 2022 releases.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not Applicable	<ul style="list-style-type: none"> • Conformance level reflects consultation with technical staff.
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • Language is declared correctly at the top of the source code for each page in ETD Administrator, as: <pre><html xmlns="http://www.w3.org/1999/xhtml" xml:lang="en" lang="en"></pre> • Conformance determined by source review.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • UI components such as form controls do not change user or page context when they receive focus. • Conformance determined by WAVE, observation, keyboard, and product use.
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • No change of context observed in relation to changing the setting/state of any interface component, such as a form control,... like a checkbox, text input, or drop-down. • Conformance determined by observation, keyboard, and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> Appropriate error messaging displays when the user attempts to save/continue with required fields left empty, or when entered values violate valid entry rules Conformance determined by observation and product use.
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> Although labels are not defined for every interactive form control (Names and IDs are), NVDA reads aloud all interactive elements as you tab through pages. ETD Administrator provides inline instructions or text to help the user understand intended input or required format, as appropriate/deemed desirable. Conformance determined by NVDA, observation, keyboard, and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> Pages conform to HTML standards. No broken or incomplete tags or incorrectly nested tags noted. Conformance determined by observation, keyboard, and product use.
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) – Not required 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> Pages conform to HTML standards which should make all components available to assistive technologies. Conformance determined by WAVE, observation, source review, and product use.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not include any audio or video content. <p>See NOTE at 1.2.1.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	<ul style="list-style-type: none"> • ETD Administrator does not include any audio or video content. <p>See NOTE at 1.2.1.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> • Conformance determined by observation and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> • Conformance determined by observation and product use.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • Conformance determined with Colour Contrast Analyzer.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> Browser zoom to 200% enlarges page text without degrading utility or readability. Conformance determined with product use and observation.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> The ETD Administrator logo image includes the words that brand the product. Button labels are included as part of button images.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Does Not Support	<p>Conformance level reflects consultation with technical staff.</p> <p>Remediation anticipated when we refresh UI design for responsiveness.</p>
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> Conformance determined with Color contrast analyzer and aXe.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> • Conformance determined with product use and observation.
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> • Conformance determined with product use and observation.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>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	<ul style="list-style-type: none"> • Top navigation tabs and page links provides access to site pages as appropriate when signed in as a student or administrator. • Many site pages display in-line links to other pages, in addition to top or side navigation. • The student submission workflow is presented as a sequence of steps via consistent page links at the left side of the browser window. • Conformance determined by observation and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • Determined by observation, WAVE, and product use.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • ETD Administrator provides obvious visual feedback as the user tabs through interactive components on site pages. As a component receives focus, either highlighting or outlining communicate that visually to the user. • Conformance determined by observation and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> • Conformance determined by observation and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>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	<ul style="list-style-type: none"> • Appropriate, consistent navigation is available when a user is logged in. The navigation is tailored to the user role: Administrator, Student, or Super User (internal ProQuest Support users). • Conformance determined by observation and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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	<ul style="list-style-type: none"> • ETD Administrator aims to label or acknowledge the same interface element the same way, in the same manner wherever it displays or is referenced. • Conformance determined by observation and product use.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<ul style="list-style-type: none"> Error messaging attempts to clearly advise the user about the nature of the problem and what action they need to, or can, take. Conformance determined with product use and observation.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<ul style="list-style-type: none"> The user does not encounter any of the following kinds of issues in ETD Administrator: legal, financial, data, user test responses. Conformance determined with product use and observation.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Supports	<ul style="list-style-type: none"> Conformance determined with product use and observation.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	<ul style="list-style-type: none"> • Users can Tab through interactive page elements using the keyboard. • Users can navigate and make list selections using the keyboard. • Form controls are accessible to a screen reader. • Skip navigation links are available. • Heading tags and labels structure page content. • Conformance determined with manual keyboard testing, Color Contrast Analyzer, aXe, NVDA screen reader, and observation.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Supports	<ul style="list-style-type: none"> • Users can Tab through interactive page elements using the keyboard. • Users can navigate and make list selections using the keyboard. • Form controls are accessible to a screen reader. • Skip navigation links are available. • Heading tags and labels structure page content. • With exceptions, contrast exceeds 4.5:1. • As interface components receive focus while a user tabs through a page, focus is visible. • Conformance determined with manual keyboard testing, Color Contrast Analyzer, WAVE toolbar, NVDA screen reader, and observation.
302.3 Without Perception of Color	Supports	<ul style="list-style-type: none"> • Contrast between text and background passes AA conformance for both regular and large text. Tested with the Chrome High Contrast extension. • Conformance determined with Color Contrast Analyzer, Chrome High Contrast extension, WAVE, product use, and observation.

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not provide any audio or video content, playback, or feedback. Conformance determined with product use, and observation.
302.5 With Limited Hearing	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not provide any audio or video content, playback, or feedback. Conformance determined with product use, and observation.
302.6 Without Speech	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not provide any audio or video content, playback, or feedback. Conformance determined with product use, and observation.
302.7 With Limited Manipulation	Supports	<ul style="list-style-type: none"> Interactive page elements such as form controls and links are available using the keyboard. Skip links are provided. Heading tags and labels provide site and page content structure. Conformance determined with manual keyboard testing, product use, and observation.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	<ul style="list-style-type: none"> • Interactive page elements such as form controls and links are available using the keyboard. • Skip links are provided. • Heading tags and labels provide site and page content structure. • Conformance determined with manual keyboard testing, product use, and observation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<ul style="list-style-type: none"> • Interactive page elements such as form controls and links are available using the keyboard. • Skip links are provided. • Heading tags and labels provide site and page content structure. • Conformance determined with manual keyboard testing, product use, and observation.

Chapter 4: Hardware

Notes: Not applicable for a web software application. Chapter 4 removed.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	<ul style="list-style-type: none"> ETD Administrator does not interfere with user-controlled browser and operating system accessibility features. ETD Administrator does not provide any accessibility features. Conformance determined by manual keyboard testing, product use, and observation.
502.2.2 No Disruption of Accessibility Features	Supports	<ul style="list-style-type: none"> ETD Administrator does not interfere with user-controlled browser and operating system accessibility features. ETD Administrator does not provide any accessibility features. Conformance determined by manual keyboard testing, product use, and observation.

502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	<ul style="list-style-type: none"> • Component states and attributes are available to assistive technologies. • Conformance determined by manual keyboard testing, product use, NVDA, and observation.
502.3.2 Modification of Object Information	Supports	<ul style="list-style-type: none"> • Conformance determined with manual keyboard testing and observation.
502.3.3 Row, Column, and Headers	Supports	<ul style="list-style-type: none"> • Conformance determined with manual keyboard testing, NVDA, and observation.
502.3.4 Values	Supports	<ul style="list-style-type: none"> • ETD Administrator is coded to allow a screen reader, to read out, for example, available checkbox or radio button options. • Conformance determined with manual keyboard testing, NVDA, and observation.
502.3.5 Modification of Values	Supports	<ul style="list-style-type: none"> • User-set values can also be determined programmatically, including by assistive technology. • Conformance determined with manual keyboard testing, NVDA, and observation.

502.3.6 Label Relationships	Partially Supports	<p>Exceptions</p> <ul style="list-style-type: none"> Not all form controls have defined label tags. <p>Conformance determined with manual keyboard testing, NVDA, and observation.</p> <p>Remediation anticipated in Q3 or Q4 2022 releases.</p>
502.3.7 Hierarchical Relationships	Supports	<ul style="list-style-type: none"> Conformance determined with manual keyboard testing, NVDA, and observation.
502.3.8 Text	Supports	<ul style="list-style-type: none"> ETD Administrator is coded using standard HTML styled using CSS. Conformance determined with manual keyboard testing, NVDA, source review, and observation.
502.3.9 Modification of Text	Supports	<ul style="list-style-type: none"> Aside from entering text into form inputs, users cannot modify default text displayed on pages throughout ETD Administrator. Conformance determined with manual keyboard testing, NVDA, source review, and observation.
502.3.10 List of Actions	Does Not Support	<p>Conformance determined with manual keyboard testing, NVDA, source review, and observation.</p> <p>Remediation anticipated in Q3 or Q4 2022 releases.</p>

502.3.11 Actions on Objects	Supports	<ul style="list-style-type: none"> Assistive technologies can programmatically determine and perform available actions on objects. Conformance determined with manual keyboard testing, NVDA, source review, and observation.
502.3.12 Focus Cursor	Supports	<ul style="list-style-type: none"> ETD Administrator uses highlighting and outlining to indicate what page component currently receives focus. Conformance determined with manual keyboard testing, NVDA, source review, and observation.
502.3.13 Modification of Focus Cursor	Supports	<ul style="list-style-type: none"> Using assistive technologies, users can change component selection and corresponding focus... and, make available selections. Conformance determined with manual keyboard testing, NVDA, source review, and observation.
502.3.14 Event Notification	Supports	<ul style="list-style-type: none"> Conformance determined with manual keyboard testing, NVDA, source review, and observation.

502.4 Platform Accessibility Features	Not Applicable	<ul style="list-style-type: none"> This standard applies only to platform and platform software such as operating systems. ... “marked not applicable (N/A) for application software.” Conformance determined with interpretation of 502.4.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	<ul style="list-style-type: none"> The user can change browser settings to over-ride stylesheet defaults. Conformance determined with manual keyboard testing, NVDA, source review, and observation.
503.3 Alternative User Interfaces	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not provide any alternative user interface that functions as an assistive technology. Conformance determined with interpretation of 503.3.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not include any audio or video content. <p>See NOTE at 1.2.1.</p>

503.4.2 Audio Description Controls	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not include any audio or video content. See NOTE at 1.2.1.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not allow for user-authoring of content.
504.2.2 PDF Export	Not Applicable	<ul style="list-style-type: none"> ETD Administrator does not allow for user-authoring of content.
504.3 Prompts	Not applicable	<ul style="list-style-type: none"> ETD Administrator does not allow for user-authoring of content.
504.4 Templates	Not applicable	<ul style="list-style-type: none"> ETD Administrator does not allow for user-authoring of content.

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
602 Support Documentation	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Does not support	<ul style="list-style-type: none"> ETD Administrator does not provide any Help or documentation specific to accessibility. Conformance determined with product use and observation.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<ul style="list-style-type: none"> Context-sensitive Help is available throughout ETD Administrator. Help topics are hosted in the Support area of proquest.com. Conformance determined with product use and observation.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	<ul style="list-style-type: none"> ETD Administrator provides a support article topic titled 'ETD Administrator: Creating an accessible PDF.' The topic targets student-authors submitting their manuscript for publication on the ProQuest platform. Conformance determined with product use and observation.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	<ul style="list-style-type: none"> ProQuest Support services are available to accommodate communication needs of ETD Administrator users with disabilities. Users can communicate with customer support via: <ul style="list-style-type: none"> ➤ Phone ➤ Email ➤ Chat ➤ Contact Us web form ProQuest Support has experience working with end users with disabilities.

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