Clarivate Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: InCites Journal Citation Reports (JCR) 1.18.2

Report Date: 12/14/2020

Product Description: InCites JCR is a resource tool published annually by Clarivate to provide citation and publication data of academic journals in the science and social science fields.

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Notes: The purpose of the Accessibility Conformance Report is to assist contracting officials and other buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" products and services with features that support accessibility. Both automated and manual audits of the site were conducted.

Clarivate remains dedicated to developing products that are usable for everyone, including those with physical challenges and disabilities. Our products are designed to adhere to the WCAG published standards.

Evaluation Methods Used: Tools used to test for compliance include SortSite (Automated Testing), Wave (Manual Testing), and SiteImprove Accessibility Checker (Automated and Manual Testing).

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)

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.
- **Planned fix in future release in 2021**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Planned fix in future release in 2021	JCR does not provide alt and title text for non-text images. (Fix planned in future release)
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	All help files containing video include closed caption.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Closed caption is provided for video tutorials.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	Video tutorials have audio.
1.3.1 Info and Relationships (Level A)	Partially Supports	Information and relationships that are implied by visual or auditory formatting are generally preserved when the presentation format changes
1.3.2 Meaningful Sequence (Level A)	Supports	Correct reading sequence can be programmatically determined for applicable content.
1.3.3 Sensory Characteristics (Level A)	Not Applicable	Instructions do not rely on sensory characteristics.
1.4.1 Use of Color (Level A)	Partially Supports	Cited Journal/Citing Journal use white/grey division
1.4.2 Audio Control (Level A)	Supports	JCR does not provide auto-play audio content.
2.1.1 Keyboard (Level A)	Partially Supports	As a web application, JCR supports general keyboard navigation. The visualizations are not well supported with Keyboard navigation. Profile page is missing tab.
2.1.2 No Keyboard Trap (Level A)	Planned fix in future release in 2021	Tab is the only supported method.
2.2.1 Timing Adjustable (Level A)	Supports	JCR has a session timeout with a limit longer than 20 hours.
2.2.2 Pause, Stop, Hide (Level A)	Supports	JCR does not have moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	JCR does not use any flashing components.
2.4.1 Bypass Blocks (Level A)	Planned fix in future release in 2021	JCR does not have links to skip to navigation, content and footer.
2.4.2 Page Titled (Level A)	Partially Supports	JCR does not have descriptive titles.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Partially Supports	Navigation through JCR pages is generally sequentially down the page, or in an order of operation. Missing on Journal Profile Page.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Links in JCR can be determined by the link text or with its programmatically determined link context.
3.1.1 Language of Page (Level A)	Planned fix in future release in 2021	JCR does not indicate the language of the page as an attribute on of the HTML tag.
3.2.1 On Focus (Level A)	Supports	JCR does not initiate dialog windows or open new tabs on focus.
3.2.2 On Input (Level A)	Supports	Entering data or selecting a form control has predictable effects.
3.3.1 Error Identification (Level A)	Supports	JCR ensures that users are aware that an error has occurred and can determine what is wrong.
3.3.2 Labels or Instructions (Level A)	Supports	Labels and / or instructions are provided when needed.
4.1.1 Parsing (Level A)	Planned fix in future release in 2021	Missing id tags for html tags. Other tags are inconsistent.
4.1.2 Name, Role, Value (Level A)	Planned fix in future release in 2021	Name and role cannot be programmatically determined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	JCR does not provide live media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	Video tutorials have audio.
1.4.3 Contrast (Minimum) (Level AA)	Planned fix in future release in 2021	JCR does not meet contrast minimum. There are a few areas that do not meet the contrast minimum.
1.4.4 Resize text (Level AA)	Supports	Text can easily be resized using browser controls.
1.4.5 Images of Text (Level AA)	Partially Supported	JCR uses images with text in them in the Help page. We do have a zoom now on the image.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)	Supported	In general, the pages in JCR are accessed in a logical step and accessed only via a link or button.
2.4.6 Headings and Labels (Level AA)	Partially Supported	Where appropriate, JCR provides most headings and labels. There are some instances in which labels are missing. No page title right now on Journal by Rank.
2.4.7 Focus Visible (Level AA)	Partially Supported	Keyboard operable user interfaces have a mode of operation where the keyboard focus indicator is visible. This is either a gray dotted line box around text or highlighted.
3.1.2 Language of Parts (Level AA)	Planned fix in future release in 2021	JCR does not indicate the language of content that is not in the main language of the page.
3.2.3 Consistent Navigation (Level AA)	Planned fix in future release in 2021	Journal Profile does not have tab navigation.
3.2.4 Consistent Identification (Level AA)	Partially Supported	The journal profile page is different from the rest of the application.
3.3.3 Error Suggestion (Level AA)	Planned fix in future release in 2021	Can enter non-valid symbols into the search bar. Will return no results but not indicate that the symbol was not valid.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	JCR users cannot modify or delete user-controllable data.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	
2.2.3 No Timing (Level AAA)	Not Evaluated	
2.2.4 Interruptions (Level AAA)	Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Not Evaluated	
2.3.2 Three Flashes (Level AAA)	Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not Evaluated	
2.4.8 Location (Level AAA)	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	
2.4.10 Section Headings (Level AAA)	Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not Evaluated	
3.1.3 Unusual Words (Level AAA)	Not Evaluated	
3.1.4 Abbreviations (Level AAA)	Not Evaluated	
3.1.5 Reading Level (Level AAA)	Not Evaluated	
3.1.6 Pronunciation (Level AAA)	Not Evaluated	
3.2.5 Change on Request (Level AAA)	Not Evaluated	
3.3.5 Help (Level AAA)	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	