

Accessibility Conformance Report

International Edition

VPAT® Version 2.3 (Revised)

**Name of Product: Biography
and Genealogy Master
Index Part of the Gale
Directory Library Platform**

October 2021

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Evaluation Methods Used: Internal testing was conducted using the AXE and WAVE tools and manually tested using Non-Visual Desktop Access (NVDA) screen reader and JAWS on Firefox and Chrome.

Third party testing with a non-sighted user was conducted using the following OS/Browser/Screen Reader combinations:

Win 10/IE 11/Jaws 2018, Win 10/ Chrome 74/ JAWS 2018, Win 10/FF/ NVDA, Mac OS/Safari/VoiceOver

iPhone 14.2/Safari 13/VoiceOver Android 10/Chrome 87/Talkback Android Tab10/Chrome 87/Talkback iPad
14.2/Safari/VoiceOver

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)

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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.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Partially supports</p>	<p>Web: Form controls without visible labels use aria-labels to communicate purpose and those with visible labels use aria to associate label and input. All non-text UI elements use either title, alt or aria to communicate purpose/describe. Topic finder and highlights & notes don't work properly with all assistive technology.</p> <p>Electronic Docs: charts, graphs and images within eBooks don't always have alt or descriptive text, depending on the source.</p>

<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Web components do not include any audio-only or video-only content.</p> <p>Electronic Docs: Content does not include any audio-only or video-only content.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No web components include video</p> <p>Electronic Docs: No documents include video</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No web components include audio</p> <p>Electronic Docs: No documents include audio</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Partially supports</p>	<p>Web: Product features a logically nested header structure, and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page. Form labels and controls are properly labeled and associated. Topic finder and highlights & notes don't work properly with all assistive technology</p> <p>Electronic Docs: Tables and graphs do not have proper row/column associations. eBooks use header and aria tagging to communicate content structure and provide navigational landmarks</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product uses tab order and page structure to ensure the content is encountered in a meaningful sequence.</p> <p>Electronic Docs: Content is presented in meaningful sequence, using header tagging to structure the documents.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: When product uses shape or size to convey meaning, it also uses labels to describe that element.</p> <p>Electronic Docs: Documents in the product do not use size or shape to convey meaning.</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Partially supports	Web: When product uses color to convey meaning, it also uses labels to describe that element. Electronic Docs: Documents in the product do not use color to convey meaning, except for some charts and graphs that lack any descriptive text
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Product does not include any auto-playing audio Electronic Docs: Product does not include any auto-playing audio
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: This product can be navigated using only keyboard commands, except for the Topic Finder and Highlights & Notes feature. Electronic Docs: Documents support keyboard commands, and content navigation with keyboard controls.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports Electronic Docs: Supports	Web: Product does not include any keyboard traps Electronic Docs: Documents in product do not include any keyboard traps

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Application pages has no shortcuts that can be activated using a single character key.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: No time limits are set for content Electronic Docs: No time limits are set for content
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Product contains no moving, blinking, scrolling or auto-updating information. Electronic Docs: Documents contain no moving, blinking, scrolling or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Product does not contain anything that flashes Electronic Docs: Documents do not contain anything that flashes
2.4.1 Bypass Blocks (Level A)		

<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product features a logically nested header structure and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page and allow the user to bypass blocks. Product also features as “Skip to main content” link</p> <p>Electronic Docs: Documents features a logically nested header structure and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product uses page titles following the schema of - - Product Name -Page Type-Details</p> <p>Electronic Docs: Document titles are reflected in the page HTML and on various parts of the document details page.</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) 		
2.4.3 Focus Order (Level A)	Web: Supports	Web: Elements can be navigated sequentially and receive visual focus except for Topic Finder and Highlights & Notes. Electronic Docs: Documents can be navigated sequentially and receive properly focus.
Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Electronic Docs: Support	
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports	Web: Links have a description of their purpose or target destination
Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Electronic Docs: Supports	Electronic Docs: Interlinking within documents is accompanied by text explaining that it is a list of related articles.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: All web functionality can be operated with a single pointer.
Also applies to: Revised Section 508 – Does not apply	Electronic Docs: Supports	Electronic Docs: All web content can be operated with a single pointer.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: Application controls are activated on UP event. Even if user accidentally tap on control, he/she can move away from its target area and lift up his pointer to abort its action.
Also applies to: Revised Section 508 – Does not apply	Electronic Docs: Supports	
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports	Application provides support with speech recognition software.

Also applies to:

Revised Section 508 – Does not apply

Electronic Docs:
Partially
Supports

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Native interface does not include motion-based functionality. Electronic Docs: Web content does not include motion-based functionality.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: The language is set in the header of each page. Electronic Docs: Language Translate feature specifies what language content is switched into.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Product uses activate rather than focus to initiate changes of context Electronic Docs: No items in documents initiate a change of context on focus
3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Partially Supports	Web: When a change of context is made on input, the user is informed of the state change (expanded, collapsed, etc). Electronic Docs: Documents do not allow for any changing of settings on focus.
3.3.1 Error Identification (Level A)		

<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: When the product generates an error message, it uses aria-live to make sure the message is communicated to assistive technology</p> <p>Electronic Docs: Adequate error messages are given when content is unable to be retrieved.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Forms and controls have proper labeling, fieldsets and grouping.</p> <p>Electronic Docs: none of the content in product includes user inputs.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
4.1.1 Parsing (Level A)	Web: Supports Electronic Docs: Supports	Web: Most form elements contain duplicate ID's but otherwise product has complete element tagging, nesting and unique IDs with few exceptions. Electronic Docs: Documents have complete element tagging, nesting and unique IDs.
Also applies to: Revised Section 508 <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)	Web: Supports Electronic Docs: Support	Web: Forms and controls are labeled using a combination of HTML and ARIA attributes. Role is used to identify various components Electronic Docs: Components with documents can be programmatically determined

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Product does not contain live audio content Electronic Docs: Documents do not contain live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Web components do not include any audio-only or video-only content. Electronic Docs: Content does not include any audio-only or video-only content.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Web components do not restrict view or operation to single display orientation. Electronic Docs: Content does not restrict its view or operation to single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Web component input fields can be programmatically determined. Electronic Docs: Web component input fields can be programmatically determined.

1.4.3 Contrast (Minimum) (Level AA)

Also applies to:

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Web: Supports

Electronic Docs:
Supports

Web: Color contrast on all elements is 4.5:1 or greater.

Electronic Docs: Color contrast on all elements is 4.5:1 or greater

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Product uses CSS in a way that allows for text to easily be resized. Electronic Docs: Documents use CSS in a way that allows for text to easily be resized. Document text size can be adjusted by the text resizing tool at the top of each document. PDF scans of document do not offer the OCR text but all PDF scans have an accessible HTML version.
1.4.5 Images of Text (Level AA)	Web: Supports Electronic Docs: Supports	Web: Product includes multiple navigational workflows, including a search function capable of returning all content. Electronic Docs: eBook PDF views have a plain-text version in HTML and are independently navigable.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: On 400% browser zoom, web page supports reflow Electronic Docs: On 400% browser zoom, document page supports reflow
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Web non-text elements have a contrast ratio of at least 3:1. Electronic Docs: Non-text elements have contrast ratio of at least 3:1.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Application provides support for people with low vision and cognitive disabilities as it allows users to view the application content in their desired text.</p> <p>Electronic Docs: Application provides support for people with low vision and cognitive disabilities as it allows users to view the application content in their desired text.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Application does not consist of mousehover/additional content which appears when mouse pointer reaches a particular web element.</p>
<p>Also applies to: Revised Section 508 – Does not apply</p>		
<p>2.4.5 Multiple Ways (Level AA)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product includes multiple navigational workflows, including a search function capable of returning all content.</p> <p>Electronic Docs: Documents are the result of the process of searching.</p>
<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product features a logically nested header structure, and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page. Form labels and controls are properly labeled and associated, except for topic finder and highlights & notes.</p> <p>Electronic Docs: Documents have headings within the text, and a table of contents that can be used to navigate. The eBook viewer has each control labeled as to its function.</p>
<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 		

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
2.4.7 Focus Visible (Level AA)	Web: Supports Electronic Docs: Supports	Web: Product shows visual focus on all elements. The exceptions are Topic Finder, which don't always show visual focus properly. Electronic Docs: Documents show focus on all elements.
Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.1.2 Language of Parts (Level AA)	Web: Supports Electronic Docs: Supports	Web: Product updates tags to reflect the translation of UI. Electronic Docs: Product updates tags to reflect the translation of a document.
Also applies to: 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)	Web: Supports Electronic Docs: Supports	Web: Main navigational header is consistent across the product, as are the search filters and document tools Electronic Docs: There are no navigational mechanisms within documents aside from the table of contents for Gale reference material. The table of contents is consistently formatted across documents
Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
3.2.4 Consistent Identification (Level AA)	Web: Supports Electronic Docs: Supports	Web: All components that share functionality within the product are consistently identified Electronic Docs: Documents are identified consistently
Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
3.3.3 Error Suggestion (Level AA)		

Also applies to:

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Errors are descriptive enough to understand the problems and user is able to avoid and correct the respective problem by reading errors.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Product does not contain any of the applicable conditions Electronic Docs: documents do not contain any of the applicable conditions
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Partially Supports	Web: Status messages can be programmatically determined.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: Supports Electronic Docs: Partially supports	<p>Web: This product uses aria-labels to communicate purpose of inputs and controls. Headers, ARIA roles and regions are used to communicate information about the page's structure. All non-text UI elements use either title, alt or aria to communicate purpose/describe.</p> <p>Electronic Docs: While the content is broadly accessible to users without vision, the formatting of tables isn't conducive to assistive technology. Charts, graphs and infographics are generally images without sufficient alt or descriptive text.</p>
302.2 With Limited Vision	Web: Supports Electronic Docs: Supports	<p>Web: The UI does not interfere with the user's ability to resize text, zoom, disable css, insert fonts or change contrast of the interface.</p> <p>Electronic Docs: The product does not interfere with the user's ability to resize text, zoom, disable css, insert fonts or change contrast of the documents. Additionally, a text resizing tool is available</p>

Criteria	Conformance Level	Remarks and Explanations
		that can increase the font size of just the document without distorting the UI.
302.3 Without Perception of Color	Web: Supports Electronic Docs: Supports	Web: The UI does not convey information or meaning using color only. Whenever color is used to convey information, it is paired with an alternative method of conveyance. Electronic Docs: Broadly, documents do not convey information or meaning using color only. There exists some exceptions within charts, graphs and infographics embedded within articles that may convey information with color only.
302.4 Without Hearing	Web: Supports Electronic Docs: Support	Web: The UI does not include any elements that require hearing to use. Electronic Docs: Product contains no video or audio.
302.5 With Limited Hearing	Web: Supports Electronic Docs: Supports	Web: The UI does not include any elements that require hearing to use. Electronic Docs: product contains no audio
302.6 Without Speech	Web: Supports Electronic Docs: Supports	Web: UI does not have any elements that require speech. Electronic Docs: Content does not have any elements or features that require speech
302.7 With Limited Manipulation	Web: Supports Electronic Docs: Supports	Web: Nearly all UI elements are usable with a keyboard only, except for highlights & notes and Topic Finder.

Criteria	Conformance Level	Remarks and Explanations
		Electronic Docs: Documents are presented in an AT friendly HTML format with semantic tagging to give them structure.
302.8 With Limited Reach and Strength	Web: Supports Electronic Docs: Supports	Web: Nearly all UI elements are usable with a keyboard only, except for highlights & notes and Topic Finder. Electronic Docs: Documents are presented in an AT friendly HTML format.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Supports Electronic Docs: Supports	Web: This product uses concise labels, uncluttered layouts and avoids jargon whenever possible. Text can be resized to assist readers, and uses a sans-serif font for readability and dyslexia. Electronic Docs: The documents are written at a variety of levels, and labeled with a Lexile score when available.

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
602.2 Accessibility and Compatibility Features	Partially Supports	Accessibility page is provided in footer of all products on main Gale platform. This links to Gale accessibility statement and contact information.

602.3 Electronic Support Documentation	Partially Supports	The website support.gale.com interface is available in HTML can and can be accessed with assistive technology. Resource guides are rendered for digital consumption can be accessed with assistive technology. Resource guide images, including images of facsimiles have alt-text. Tutorials have captions and transcriptions. Recorded training webinars do not have captions.
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially Supports	On request, Gale will attempt to provide support materials in alternative formats
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	Accessibility page is provided in footer of all products on main Gale platform. This links to Gale accessibility statement and contact information.
603.3 Accommodation of Communication Needs	Supports	Gale commonly uses a single direct point of contact for its technical and customer care support services.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.