Gale Business: Plan Builder Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version: Gale Business: Plan Builder

Product Description: Gale Business: Plan Builder helps patrons interested in planning and optimizing their businesses or nonprofits. Built for aspiring entrepreneurs and those with existing small businesses, it provides a step-by-step process supported by a rich variety of recognized tools that enable users to produce complete business plans and other documents essential for gaining access to capital and growing their enterprise.

Date: January 2020

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Evaluation Methods Used: Testing involved extensive use of Deque System's automated AXE tool and Non-Visual Desktop Access (NVDA) screen reader software, as well exclusive use of the keyboard.

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, at _http://www.w3.org/TR/2008/REC-WCAG20-20081211/_	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Terms

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

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

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Partially supports	**Web:** UI elements are properly labeled. **Electronic Docs:** Some tables, charts and graphs do not have a text alternative.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Supports	**Web:** The product does not contain any prerecorded audio-only or video-only content. **Electronic Docs:** The product does not provide documents with prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Supports	**Web:** The product does not contain any prerecorded audio content. **Electronic Docs:** Documents do not contain prerecorded audio content.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Supports	**Web:** The product does not contain any prerecorded video content. **Electronic Docs:** Documents do not contain prerecorded video content.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Partially supports	**Web**: Navigation, main, and footer landmarks are used to identify the regions of each page with additional region landmarks used if needed as is the case for accordion content found in the "Business Plans" and "Bylaws and Strategic Plans" sections. Related form controls are grouped together. **Electronic Docs:** Tables and graphs generally have proper row/column associations. Content does not always have semantic header structure within the page structure.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Supports	**Web:** DOM order matches the visual order **Electronic Docs:** Document content is presented in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Partially supports **Electronic Docs:** Supports	**Web:** When the product uses shape or size to convey meaning, it also uses labels to describe that element. The help icons "?" have ARIA labels but no visual label. **Electronic Docs:** Documents in the product do not use size or shape to convey meaning.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Supports	**Web:** Cases where color is used to convey meaning (e.g. required/incorrect form field) are accompanied with text. **Electronic Docs:** Color, if present, is not the sole means of conveying information.

1.4.2 Audio Control (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: The product does not play any audio.
		Electronic Docs: There are no documents in the product that play audio.

2.1.1 Keyboard (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: All interactive elements can be accessed via the keyboard and will display a visible outline when receiving focus.
		Electronic Docs: Documents can be accessed using keyboard only controls.

2.1.2 No Keyboard Trap (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: Focus is only trapped inside pop up modals and the pop ups from the "Guide Me" buttons, both of which have a button that can be clicked to close the pop up.
		Electronic Docs: Documents do not contain focus traps.

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: The product has a time limit that will display a popup 15 minutes prior to session expiration which the user can extend via the provided button in the popup.
		Electronic Docs: Documents do not have time limits.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
    ●
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: The product does not use any moving, blinking, scrolling, or auto-updating information.
		Electronic Docs: Documents do not include any moving, blinking, scrolling, or auto-updating information.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: The product does not contain any flashing content
		Electronic Docs: Documents do not contain any flashing content.

2.4.1 Bypass Blocks (Level A)
Also applies to:
Revised Section 508
    ● 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
	Web: Supports
	Electronic Docs: Supports
		Web: The product provides a "Skip to main content" button that allows users to skip the navigation bar, Company and Scenario tracker, and breadcrumb that is present on almost every page.
		Electronic Docs: The product does not contain any web documents that have repetitive blocks of content

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: Each page has a title that contains text that describes its topic followed by the product's name.
		Electronic Docs: Documents have descriptive titles.

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: DOM order matches the visual order. For focusable elements that appear dynamically, they appear immediately after their trigger element in the DOM.
		Electronic Docs: Documents that contain focusable components advance the focus in a meaningful order.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: The purpose of links within the product can be determined from the link's text and the link's context. In cases where purpose cannot be determined, it's ambiguous to users in general.
		Electronic Docs: There are generally few links within documents and those that exist are clearly labeled outside sources.

3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Supports	**Web:** The "lang" attribute is used on the <html> element. The attribute is updated whenever the user changes the language via the product's language selector. **Electronic Docs:** Aside from user supplied inputs, content is only displayed in English.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Supports	**Web:** The product does not initiate a change of context on any focus event. **Electronic Docs:** The documents in the product do not initiate a change of context on any focus event.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Supports	**Web:** The product does not initiate a change of context when changing the setting of a user interface component. There are several tables where changing an input will cause other columns to be updated, but the overall structure remains the same. **Electronic Docs:** The documents in the product do not have any input fields.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Supports	**Web:** All input fields in the product have client-side validation and alert the user when there is an error. **Electronic Docs:** The documents in the product do not have any input fields.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports **Electronic Docs:** Supports	**Web:** All input fields in the product have a label attached. **Electronic Docs:** The documents in the product do not have any input fields.

4.1.1 Parsing (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: HTML elements have complete start and end tags, they are nested according to their specifications, do not contain duplicate attributes, and all IDs are unique.
		Electronic Docs: Documents do not use a markup language.

4.1.2 Name, Role, Value (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: The product mostly uses the HTML standard user interface components and provides a name for the component that can be programmatically determined. In cases where a standard component is repurposed (e.g. a link used as a button), the component is given the appropriate role and a name.
		Electronic Docs: Documents do not contain any form controls. They may contain links which are properly indicated as such.

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
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
		Web: The product does not have any live audio content.
		Electronic Docs: The product does not have any live audio content.

1.2.5 Audio Description (Prerecorded) (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: The product does not contain any prerecorded video content.
		Electronic Docs: Documents do not have any prerecorded video content.

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: All text meets the minimum contrast requirements.
		Electronic Docs: All text meets the minimum contrast requirements.

1.4.4 Resize text (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: The product supports resize up to 500%.
		Electronic Docs: Document viewer allows zooming.

1.4.5 Images of Text (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: There are three (3) images of text used in the product: The product logo at the top left, the Gale company logo at the bottom left, and the Deziner Software company logo at the bottom right. Each logo has a text alternative.
		Electronic Docs: Documents do not use images of text.

2.4.5 Multiple Ways (Level AA)
Also applies to:
Revised Section 508
   ● 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
	Web: Supports
	Electronic Docs: Supports
		Web: Product uses a navigation bar, sidebar on the dashboard, and a breadcrumb to link to different pages.
		Electronic Docs: The product does not contain any web docs.

2.4.6 Headings and Labels (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: Headings and labels are descriptive.
		Electronic Docs: Headings and labels are descriptive.

2.4.7 Focus Visible (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: UI components display a visible dashed outline when they receive focus via a keyboard.
		Electronic Docs: Documents contain links and/or a table of contents as their only form of user interface components; focusing on these elements displays a border around them.

3.1.2 Language of Parts (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: Aside from user supplied inputs, content is only displayed in one language at a time.
		Electronic Docs: Aside from user supplied inputs, content is only displayed in one language at a time.

3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 ● 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	**Web:** Supports **Electronic Docs:** Supports	**Web:** Navigational mechanisms occur in the same relative order across web pages. **Electronic Docs:** Many documents have a table of contents which is structured consistently across the documents.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 ● 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	**Web:** Supports **Electronic Docs:** Supports	**Web:** Components with the same functionality are identified the same across Web pages. **Electronic Docs:** The product does not contain any 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)	**Web:** Supports **Electronic Docs:** Supports	**Web:** Suggestions for input errors are offered to the user when possible. **Electronic Docs:** Documents do not have any user input.
3.3.4 Error Prevention (Legal, Financial, Data) (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:** There are no legal commitments or financial transactions in this product. For the deletion of user-controllable data, a confirmation window will always pop up. **Electronic Docs:** Success criteria only applies to Web pages.

Revised Section 508 Report

Notes: Because this product is a Web application, the Hardware and Software sections have been removed.

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The product uses visible/ARIA labels for all UI components. Headers and ARIA roles are used to convey each Web page's structure. Non presentational images are given alt text.
302.2 With Limited Vision	Supports	Users can zoom in without loss of functionality. All text meets the minimum color contrast ratio as mentioned in **1.4.3 Contrast (Minimum)**
302.3 Without Perception of Color	Supports	Cases where color is used to convey meaning (e.g. required/incorrect form field) are accompanied with text.
302.4 Without Hearing	Supports	The product does not contain any audio. External videos contain subtitles and transcripts.
302.5 With Limited Hearing	Supports	The product does not contain any audio. External videos contain subtitles and transcripts.
302.6 Without Speech	Supports	The product does not require speech to operate it.
302.7 With Limited Manipulation	Supports	The product can be operated through exclusive use of a keyboard.
302.8 With Limited Reach and Strength	Supports	The product can be operated through exclusive use of a keyboard.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Does not support	The confusing architecture of the product will present significant barriers to users with limited language, cognitive and learning abilities.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes:

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
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		

503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
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		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

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