Oxford University Press Accessibility Conformance Report
Based on Voluntary Product Accessibility Template® (VPAT®)[1]

VPAT Version 2.0 Beta 2

Name of Product: Oxford Dictionary of National Biography, Who's Who & Who Was Who, American National Biography, Oxford Art Online (including Benezit and Grove Art), Oxford Music Online (including Grove Music and Oxford History of Western Music), OUP Oxford Art Online

Date: 14 June 2018

Contact information:

Notes:

Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A ☑ Level AA ☑ Level AAA❑
Section 508 as published in 2017, at http://www.Section508.gov	❑
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	❑

Table Information

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product with regard to the criteria and the third column contains any additional remarks and explanations regarding the product.

- By default the table information is showing. This information can be hidden by clicking "Click to show or hide table data". This allows users to hide information so they see only the sections they need.
- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

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 criteria without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criteria.
- **Does Not Support**: Majority of functionality of the product does not meet the criteria.
- **Not Applicable**: The criteria are not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criteria. This can be used only with WCAG 2.0 Level AAA.

WCAG 2.0 Report -
Click to show or hide WCAG table data (section headings will remain)

Tables 1 and 2 also documents 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).

Table 4 documents the WCAG conformance statements:
- WCAG
- EN 304 549: Chapter 9 - Web

Table 1: Conformance Criteria, Level A - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description. There are numerous form fields that do not have an associating label tag, making it difficult for certain users to understand the purpose of a field, such as on the 'Homepage' and the 'Grove Art' page. Providing a descriptive form field label will allow users to know what information to enter in a form field. There a number of instances where form labels are not correctly associated with form fields (orphaned), making it difficult for certain users to understand how to complete the form.

Criteria	Conformance Level	Remarks and Explanations
		Examples of pages that contain orphaned form labels can be seen on the 'Search Results' page and the 'Art Education' page. This issue was present on multiple pages tested.
		All images must contain a valid alternative text to allow screen readers to hear the description of the image. If an item is used for decoration, a null alt attribute should be included (alt=""), to hide the items from Screen Reading software. It will cause less confusion, while making the website more usable and accessible as a result.
		Furthermore, an image with a null ALT attribute should not have a TITLE or ARIA label attributes, as it can impact on screen reader users as follows:
		JAWS: Ignores all images with ALT="".
		NVDA: Reads some images with ALT="" and a TITLE or ARIA label.
		WindowEyes: Reads images with ALT="" and a TITLE or ARIA label.
		VoiceOver: Reads images with ALT="" and a TITLE or ARIA label.

Criteria	Conformance Level	Remarks and Explanations
		There are a number of instances where images are missing alternative text, such as the ''Alaca Höyük' page; this is also the case on the 'Australian contemporary art, 1995–2010' page. This issue is present throughout multiple pages.
		Fieldset's tags (<fieldset>) are used to group related form fields, for example, multiple answers to a question. The first element within a fieldset should be a legend tag (<legend>). The legend provides a label for the fieldset group. If fieldset are missing or used inappropriately, for example a fieldset without a corresponding legend, then screen readers will not easily be able to understand the grouping.
		The 'Architecture and Urban Planning' page contains 'check boxes' that are not enclosed within a fieldset; this is also the case on the 'Photography' page.
		The 'Art Law and Crime' page shows an example of a fieldset that does not have a legend present. Another example of this can be viewed on the 'Bauhaus' page. This issue was present on multiple pages throughout the website.
		A number of non-HTML documents, such as Adobe Acrobat (PDF) files, were encountered. In order for users to access the content contained within non-HTML

Criteria	Conformance Level	Remarks and Explanations
		documents, these documents should be accessible or have an accessible alternative.

The PDF documents examined had issues that prevented certain users from being able to access the content. A number of PDFs did not contain a consistent headings structure, making it difficult for screen reader users to understand and navigate the structure of the document.

Examples of 'PDF' files that were inaccessible were found on the 'A' of the 'Benezit Dictionary of Artists' page and the 'A' gave You' page.

Providing descriptive button labelling will allow users to know what information to enter in a form field. Providing descriptive button labelling will allow users to know what information to expect when the button is activated.

There are a number of pages where there are toggle.ico buttons that have non-descriptive toggle buttons present, examples of this can be viewed on the 'Search results' page and the 'Asia' page. This issue is present on multiple pages throughout the website.

When adjacent links go to the same location (such as a linked product image and an adjacent linked product name that go to the same product page) this results in |

Criteria	Conformance Level	Remarks and Explanations
		additional navigation and repetition for keyboard and screen reader users.
		If possible, combine the redundant links into one link and remove any redundant text or alternative text (for example, if a product image and product name are in the same link, the image can usually be given alt="").
		When testing the website, it was found that there are instances where there are links and image links present in close proximity; this can cause problems for screen reader users. The 'Subject Guides' page contains image links and text links that point to the same URL. There are also 'text links' on some of the pages tested, examples of this include the 'Women in the Visual Arts ' page and also the 'Past Updates by Year' page.
		Providing a user with a clear indication of which form fields are mandatory will improve the accuracy of form data. On entering the 'Login' form, there is no indication that any of the fields are mandatory, However, when the form is submitted without the required fields, a cue is then provided indicating which fields are mandatory.
		The 'Grove Art' page contains a 'Sign In' section where there is no indication of mandatory form fields present, when a user incorrectly submits the form, a blue box appears indicating that a form field needs completion; which is an insufficient indicator that a form field needs completion.

Criteria	Conformance Level	Remarks and Explanations
		Although mandatory fields are indicated to the user, it is only after the form has been submitted that this is conveyed to the user. This makes it more difficult for users, especially screen readers, to successfully complete forms.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2 (Closed Software) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	N/A
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	The website contained embedded videos on a number of pages. To enable users who have hearing impairments understand content in videos, they must have a text alternative. Transcripts or subtitles can be used to convey the information within the video to hearing impaired users; However, the videos contained on the website failed to provide an accurate text alternative. The 'Help' page contains an embedded YouTube video. The page itself does not contain a transcript and there is no link to a transcript on another page or downloadable file. The video does not provide controls for enabling subtitles, however, the subtitling is not accurate, for example, 'the benna's a dictionary of

Criteria	Conformance Level	Remarks and Explanations
		artists here …' is used as part of the subtitling that is inaccurate. YouTube does provide automatic captioning for videos but this is no substitute for prepared captions as they are not as accurate. The captions do not correctly reflect the content in the video and can be confusing for hearing impaired users.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	N/A
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	Screen reader and other assistive technology users have the ability to navigate web pages by heading structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page. The 'Homepage' page contains a heading structure that is illogical, the headings on the page start at level 4,

Criteria	Conformance Level	Remarks and Explanations
		then move to a level 1 heading followed by headings at level 3. This can also be seen on the 'Grove Art' page.

There are multiple pages on the website that contain an illogical heading structure.

Screen reader and other assistive technology users have the ability to navigate web pages by structure. This means that the user can read or jump directly to top level elements (<h1>), next level elements (<h2>), third level elements (<h3>), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page. There are empty headings on some pages. This may mean that screen reader users spend time looking for content that is not there.

There were empty headings on several of the pages tested throughout the website; The 'Contact us' page contains an empty heading, this is also the case on the 'Legal Notice' page.

Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.

There are numerous form fields that do not have an associating label tag, making it difficult for certain users |

Criteria	Conformance Level	Remarks and Explanations
		to understand the purpose of a field, such as on the 'Homepage' and the 'Grove Art' page.

This issue is present throughout the website.

Providing a descriptive form field label will allow users to know what information to enter in a form field. There a number of instances where form labels are not correctly associated with form fields (orphaned), making it difficult for certain users to understand how to complete the form.

Examples of pages that contain orphaned form labels can be seen on the 'Search Results' page and the 'Art Education' page). This issue was present on multiple pages tested.

Fieldset's tags (<fieldset>) are used to group related form fields, for example, multiple answers to a question. The first element within a fieldset should be a legend tag (<legend>). The legend provides a label for the fieldset group. If fieldset are missing or used inappropriately, for example a fieldset without a corresponding legend, then screen readers will not easily be able to understand the grouping.

The 'Architecture and Urban Planning' page contains 'check boxes' that are not enclosed within a fieldset; this is also the case on the 'Photography' page). |

Criteria	Conformance Level	Remarks and Explanations
		The 'Art Law and Crime' page shows an example of a fieldset that does not have a legend present. Another example of this can be viewed on the 'Bauhaus' page. This issue was present on multiple pages throughout the website.

When using tables to convey data it is important to mark-up the table correctly to help screen reader users better navigate and understand the content. However, when a table is used purely for layout purposes, the labelling should be removed as it can make it confusing and more difficult to use for screen readers.

There is a table used on the 'Subject Guides' page that is used for layout purposes, however, the table is incorrectly marked up with 'th' elements.

Another example of this can be viewed on the 'Grove Art Editorial Board and Advisors' page.

Because these tables are used for layout, they should not contain 'th' elements, as this will only cause screen reader user's confusion; additionally, layout tables should be marked up with role='presentation'.

There are frames present on the site that do not contain a descriptive title. When a screen reader user hears a list of frames, the user needs to know the purpose of each one. When frame titles are not present, screen readers look for other sources of information, such as the frame's name attribute or file name. Sometimes |

Criteria	Conformance Level	Remarks and Explanations
		these other sources of information are not very helpful at all. If a frame is given a name or filename of "default.htm" (or something equally non-descriptive), there is really no way to know what each frame contains, other than by having the screen reader read through the content.

There were untitled frames on several of the pages tested; examples of this can be viewed on the 'Grove Art Ephemera' page and the 'Help' page.

Alternative content must also be provided for browsers that do not support frames. For example <iframe src='file.htm'>Alternative content</iframe>

Note: Shaw Trust Accessibility Services realise that the content of frames are usually provided by a third party and are very difficult to alter. However, there should be some form of labelling within the frame to display some content to users or browsers that cannot display the frames' content.

Providing descriptive button labelling will allow users to know what information to enter in a form field. Providing descriptive button labelling will allow users to know what information to expect when the button is activated.

There are a number of pages where there are toggle.ico buttons that have non-descriptive toggle buttons present, examples of this can be viewed on the 'Search |

Criteria	Conformance Level	Remarks and Explanations
		results' page and the 'Asia' page. This issue is present on multiple pages throughout the website.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.2.8 (Web) 10.2.8 (non-web document) 11.2.1.8 (Software) 11.2.2.8 (Closed Software) – Does not apply 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Pass
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) – Does not apply 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Pass
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.2.10 (Web) 10.2.10 (non-web document) 11.2.1.10 (Software) 11.2.2.10 (Closed Software) – Does not apply 2017 Section 508	Does not support	Colour should not be the only way that a user is informed of a change on a web page, users who are blind, colour blind or have another visual impairment, may not be able to see a change has occurred; alternatives to just using colour as a means of conveying information to a user with a visual impairment include

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		text alternatives, such as a text message and an audible message. There is some content present that only uses colour as a means of conveying information to a user. Colour should not be the only way of informing a user of a change, or as a way of requesting information or an action from a user. The 'Grove Art' page contains a 'sign In' facility, that when a user does not complete all the required form fields and attempts to submit the form, a blue box appears around the form fields that need completion.; A visually impaired user may not be aware that the form field needs completion.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pass
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software)	Does not support	Various methods of input, such as using a mouse, keyboard or voice control, are employed depending on the user's particular needs. Websites must accommodate all types of input methods with all areas

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		being accessible to users using any of these types of input. There are areas of the website that are not accessible for a non-mouse user throughout the website, an example of this can be viewed on the 'About Us' page, where the user can 'tab' to the link and a dropdown box appears showing several links, however, the links appear and disappear quickly, making it impossible for a user to access the links. The user is then taken back to the top of the page and then has to tab through to the 'Jump to Content' link which becomes visible on the page and activate it. The user can then access the rest of the page, however, to access the links on the left hand side of the page, a user has to 'reverse' tab through the page to access them; not all non-mouse users may be aware of this. There is an interstitial layer on the 'A | Benezit Dictionary of Artists' page that is not accessible to a non-mouse user.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software)	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	N/A
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pass
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software)	Supports	N/A

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply 2017 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	Does not support	The purpose of skip navigation is to provide a mechanism to bypass blocks of material that are repeated on multiple web pages by skipping directly to the main content of the web page. One of the first interactive items on a web page should be a link to the beginning of the main content. Activating the link sets focus beyond the repeated content to the main content of the page. When 'Skip' Navigation is present, but not functioning correctly, screen reader users have to listen to content on pages visited on the website, and keyboard only users would have to tab through all the links until they arrive at the main content of the page. Ideally, the 'skip' to content link should take the user to just above the header of the main content at the top left hand side. There are currently pages that contain a skip to content link that does not skip the user to the main content of the page; an example of this can be viewed on the 'Sign Up' page. This is the case on several of the pages tested. There are frames present on the site that do not contain a descriptive title. When a screen reader user hears a list of frames, the user needs to know the purpose of each one. When frame titles are not present, screen readers look for other sources of information, such as

Criteria	Conformance Level	Remarks and Explanations
		the frame's name attribute or file name. Sometimes these other sources of information are not very helpful at all. If a frame is given a name or filename of "default.htm" (or something equally non-descriptive), there is really no way to know what each frame contains, other than by having the screen reader read through the content. There were untitled frames on several of the pages tested; examples of this can be viewed on the 'Grove Art Ephemera' page and the 'Help' page. Alternative content must also be provided for browsers that do not support frames. For example <iframe src='file.htm'>Alternative content</iframe> Note: Shaw Trust Accessibility Services realise that the content of frames are usually provided by a third party and are very difficult to alter. However, there should be some form of labelling within the frame to display some content to users or browsers that cannot display the frames' content.

2.4.2 Page Titled (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.21 (Web)
    • 10.2.21 (non-web document)
    • 11.2.1.21 (Software) - Does not apply
    • 11.2.2.21 (Closed Software) – Does not apply
2017 Section 508
    • 501 (Web)(Software)
	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pass
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	The text of a link should provide a clear description of the link and the link's purpose. Providing descriptive link text will allow users to easily determine the function of the link and make educated decisions to click the link or not. When a link is empty, screen readers will create the text of a link from the URL. This is not always understandable by a user. There are pages on the website that contain empty links, examples of this can be viewed on the 'Search Results' page and the 'Homepage'. This could cause unnecessary confusion for screen reader users. If there are hyperlinks present on a website that are contained within a paragraph, these are programmatically determinable when read in this context and are easily understood by a screen reader software user. If a screen reader software user displays

Criteria	Conformance Level	Remarks and Explanations
		a 'links list' then some links that are easily understood within the context of a paragraph, can become harder to understand, depending on what is announced by the screen reader program. There is a 'Read More' link on the 'Oxford Art' webpage that is not enclosed within the paragraph that it visually relates to, this can be problematic for screen reader users when navigating through the webpage. When adjacent links go to the same location (such as a linked product image and an adjacent linked product name that go to the same product page) this results in additional navigation and repetition for keyboard and screen reader users. If possible, combine the redundant links into one link and remove any redundant text or alternative text (for example, if a product image and product name are in the same link, the image can usually be given alt=""). When testing the website, it was found that there are instances where there are links and image links present in close proximity; this can cause problems for screen reader users. The 'Subject Guides' page contains image links and text links that point to the same URL. There are also 'text links' on some of the pages tested, examples of this include the 'Women in the Visual Arts ' page and also the 'Past Updates by Year' page.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pass
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pass
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description. There are numerous form fields that do not have an associating label tag, making it difficult for certain users

Criteria	Conformance Level	Remarks and Explanations
		to understand the purpose of a field, such as on the 'Homepage' and the 'Grove Art' page. This issue is present throughout the website.

3.3.1 Error Identification (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.33 (Web)
   • 10.2.33 (non-web document)
   • 11.2.1.33 (Software)
   • 11.2.2.33 (Closed Software)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Pass

3.3.2 Labels or Instructions (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.34 (Web)
   • 10.2.34 (non-web document)
   • 11.2.1.34 (Software)
   • 11.2.2.34 (Closed Software) – Does not apply
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Does not support	Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.
		
		There are numerous form fields that do not have an associating label tag, making it difficult for certain users to understand the purpose of a field, such as on the 'Homepage' and the 'Grove Art' page.
		
		This issue is present throughout the website.

Criteria	Conformance Level	Remarks and Explanations
		Fieldset's tags (<fieldset>) are used to group related form fields, for example, multiple answers to a question. The first element within a fieldset should be a legend tag (<legend>). The legend provides a label for the fieldset group. If fieldset are missing or used inappropriately, for example a fieldset without a corresponding legend, then screen readers will not easily be able to understand the grouping.

The 'Architecture and Urban Planning' page contains 'check boxes' that are not enclosed within a fieldset; this is also the case on the 'Photography' page.

Fieldset's tags (<fieldset>) are used to group related form fields, for example, multiple answers to a question. The first element within a fieldset should be a legend tag (<legend>). The legend provides a label for the fieldset group. If fieldset are missing or used inappropriately, for example a fieldset without a corresponding legend, then screen readers will not easily be able to understand the grouping.

The 'Art Law and Crime' page shows an example of a fieldset that does not have a legend present. Another example of this can be viewed on the 'Bauhaus' page. This issue was present on multiple pages throughout the website.

Providing descriptive button labelling will allow users to know what information to enter in a form field. Providing descriptive button labelling will allow users to |

Criteria	Conformance Level	Remarks and Explanations
		know what information to expect when the button is activated. There are a number of pages where there are toggle.ico buttons that have non-descriptive toggle buttons present, examples of this can be viewed on the 'Search results' page and the 'Asia' page. This issue is present on multiple pages throughout the website. Providing a user with a clear indication of which form fields are mandatory will improve the accuracy of form data. On entering the 'Login' form, there is no indication that any of the fields are mandatory, However, when the form is submitted without the required fields, a cue is then provided indicating which fields are mandatory. The 'Grove Art' page contains a 'Sign In' section where there is no indication of mandatory form fields present, when a user incorrectly submits the form, a blue box appears indicating that a form field needs completion, which is an insufficient indicator that a form field needs completion. Although mandatory fields are indicated to the user, it is only after the form has been submitted that this is conveyed to the user. This makes it more difficult for users, especially screen readers, to successfully complete forms. When user controls are used on a page their function should be predictable, i.e. check boxes are used to

Criteria	Conformance Level	Remarks and Explanations
		select and option, buttons are used to submit a completed form. When user controls are used for a non-standard function, the function of these controls should be advised to the user before they use the controls. If a user is not aware that the page has been refreshed, the user could lose focus on the page and cause them to have to tab through the entire page to get back to where they were prior to the page refresh. There are multiple pages throughout the website, where the page refreshes when a user interacts with a form control; this can be seen on the 'Collecting, Patronage, and Display of Art' page. When a user accesses the 'Sort by' form control using the cursor keys on the keyboard, insufficient time is given for a user to make an informed selection as the page refreshes. The user focus is moved away from the control that they were interacting with and this can cause confusion for the user. It also takes additional time for the user to get back to the section of the page that they were on prior to the page refresh. A user should be able to make a selection and then activate a button to confirm the selection. This issue is present on multiple pages throughout the website.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.2.37 (Web) • 10.2.37 (non-web document)	Does not support	Some pages have markup errors and parsing errors that may impact on assistive technologies and may cause screen readers to miss content. Markup errors like

Criteria	Conformance Level	Remarks and Explanations

• 11.2.1.37 (Software)
• 11.2.2.37 (Closed Software)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
		missing end tags mean screen readers may skip important content.

4.1.2 Name, Role, Value (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.38 (Web)
    • 10.2.38 (non-web document)
    • 11.2.1.38 (Software)
    • 11.2.2.38 (Closed Software)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Does not support	Providing a descriptive form field label will allow users to know what information to enter in a form field. Where a series of form fields relate to similar information, the context of the form fields needs to be included in the field description.
		
		There are numerous form fields that do not have an associating label tag, making it difficult for certain users to understand the purpose of a field, such as on the 'Homepage' and the 'Grove Art' page. This issue is present throughout the website.
		
		Providing a descriptive form field label will allow users to know what information to enter in a form field. There a number of instances where form labels are not correctly associated with form fields (orphaned), making it difficult for certain users to understand how to complete the form.
		
		Examples of pages that contain orphaned form labels can be seen on the 'Search Results' page and the 'Art Education' page. This issue was present on multiple pages tested.

Criteria	Conformance Level	Remarks and Explanations
		Fieldset's tags (<fieldset>) are used to group related form fields, for example, multiple answers to a question. The first element within a fieldset should be a legend tag (<legend>). The legend provides a label for the fieldset group. If fieldset are missing or used inappropriately, for example a fieldset without a corresponding legend, then screen readers will not easily be able to understand the grouping.

The 'Architecture and Urban Planning' page contains 'check boxes' that are not enclosed within a fieldset; this is also the case on the 'Photography' page.

The 'Art Law and Crime' page shows an example of a fieldset that does not have a legend present Another example of this can be viewed on the 'Bauhaus' page. This issue was present on multiple pages throughout the website.

Providing descriptive button labelling will allow users to know what information to enter in a form field. Providing descriptive button labelling will allow users to know what information to expect when the button is activated.

There are a number of pages where there are toggle.ico buttons that have non-descriptive toggle buttons present, examples of this can be viewed on the 'Search results' page and the 'Asia' page. This issue is present on multiple pages throughout the website. |

Criteria	Conformance Level	Remarks and Explanations
		Providing a user with a clear indication of which form fields are mandatory will improve the accuracy of form data. On entering the 'Login' form, there is no indication that any of the fields are mandatory; However, when the form is submitted without the required fields, a cue is then provided indicating which fields are mandatory. The 'Grove Art' page contains a 'Sign In' section where there is no indication of mandatory form fields present, when a user incorrectly submits the form, a blue box appears indicating that a form field needs completion which is an insufficient indicator that a form field needs completion. Although mandatory fields are indicated to the user, it is only after the form has been submitted that this is conveyed to the user. This makes it more difficult for users, especially screen readers, to successfully complete forms.

Table 2: Conformance Criteria, Level AA - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.5 (Web) • 10.2.5 (non-web document)	Supports	N/A

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	N/A
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pass
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.13 (Web) • 10.2.13 (non-web document)	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	N/A
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply 2017 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	Supports	Pass
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document)	Does not support	Screen reader and other assistive technology users have the ability to navigate web pages by heading structure. This means that the user can read or jump directly to top level elements (`<h1>`), next level elements (`<h2>`),

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		third level elements (`<h3>`), and so on. Viewing or listening to this outline should give them a good idea of the contents and structure of the page. The 'Homepage' page contains a heading structure that is illogical, the headings on the page start at level 4, then move to a level 1 heading followed by headings at level 3. This can also be seen on the 'Grove Art' page. There are multiple pages on the website that contain an illogical heading structure. There are empty headings on some pages. This may mean that screen reader users spend time looking for content that is not there. There were empty headings on several of the pages tested throughout the website; The 'Contact us' page contains an empty heading; this is also the case on the 'Legal Notice' page.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software)	Does not support	Users who are reliant on a keyboard to navigate the website use the tab key to cycle through the links on a page. A visual cue is required to highlight which link is currently in focus so that the user can identify where they are within the set of links on a page. Not having link highlighting can make it more difficult and confusing for keyboard only users to navigate a site.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		There were a number of instances where certain links in focus were not highlighted to the users. Examples of this can be viewed on the 'Search Results' page and the 'Aachen [Aach; Ach; Acha], Hans [Johann; Joan] von' page.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pass
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply 2017 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	Supports	Pass
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.2.32 (Web)	Supports	Pass

Criteria	Conformance Level	Remarks and Explanations
• 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply 2017 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		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pass
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	N/A

Table 3: Conformance Criteria, Level AAA - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
2.4.10 Section Headings (Level AAA) Also applies to:	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Not Evaluated	

Table 4: WCAG Conformance Requirements - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
1. Conformance Level Also applies to: EN 301 549 Criteria • 9.3 (Web) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	None	The website met 10 of the 21 (48%) applicable success criteria required for level A conformance and 7 of the 9 (78%) applicable success criteria required for level AA conformance. In order to be awarded a Level AA accreditation,100% conformance with level A success criteria and level AA must be achieved.
2. Full pages Also applies to: EN 301 549 Criteria • 9.3 (Web) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	None	No full pages fully pass an Conformance Level
3. Complete processes Also applies to: EN 301 549 Criteria • 9.3 (Web) 2017 Section 508 • 501 (Web)(Software) • E207.3 (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	None	When a Web page is one of a series of Web pages presenting a process (i.e., a sequence of steps that need to be completed in order to accomplish an activity), all Web pages in the process must conform at the specified level. Conformance is not possible at a particular level if any page in the process does not conform at that level or better. At present, not all pages in the process confirm to a particular level.
4. Only Accessibility-Supported Ways of Using Technologies Also applies to: EN 301 549 Criteria • 9.3 (Web)	None	Content is provided in a way that is supported and compatible with assistive technology.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
5. Non-Interference Also applies to: EN 301 549 Criteria • 9.3 (Web) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	None	Technology is not used in a way that is not accessibility supported

2017 Section 508 Report -
Click to show or hide 2017 Section 508 tables (section headings will remain)

Notes:

Chapter 6: Support Documentation and Services - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See WCAG 2.0 section	
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services		
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

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