



*SAGE Knowledge Website
Voluntary Product Accessibility Template (VPAT® Version 2.3)*

Presented to: SAGE Publishing

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Executive Summary: SAGE Knowledge Website VPAT® Version 2.3

TFA's evaluation of the SAGE Knowledge Website identified accessibility features and functionalities of the website. This evaluation provided the information required to assess the conformance of the SAGE Knowledge Website with the WCAG 2.1 Accessibility Standards.

TFA concludes that the SAGE Knowledge Website *Partially Supports* the WCAG 2.1 standards as there are accessibility issues that render several activities inaccessible to blind and visually impaired users and difficult to use for mobility impaired users and low vision users.

The Information Technology Industry Council (ITIC) has published recommended language to be used in completing VPAT documents that has been designed to create simplicity and uniformity/consistency in VPATs presented by a variety of suppliers. In preparing the SAGE Knowledge Website VPAT, TFA has used the ITIC-recommended *VPAT® Version 2.4 WCAG format*.

Based on this evaluation and on information published on the ITIC website (<http://www.itic.org>), TFA presents the VPAT® Version 2.4 WCAG document for the SAGE Knowledge Website on the following pages.

SAGE Knowledge Website Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: SAGE Knowledge Website (<https://sk.sagepub.com/>)

Report Date: September 4, 2020; updated October 15, 2020; updated January 26, 2021; updated February 24, 2021; updated March 31, 2021; updated June 7, 2021; updated July 15, 2021; updated November 22, 2021, to include review of Business Skills component; updated January 4, 2022; updated January 28, 2022; updated February 22, 2023.

Product Description: A cross-media website which is home to an expansive range of SAGE Book, Business Case, Reference and Video titles within the Social Sciences.

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Notes: The VPAT is based on the assessment performed on 14 representative pages of the website, listed below. The assessment did not include any content linked or downloaded from these pages.

Evaluation Methods Used:

A detailed accessibility assessment was conducted between August 24–September 3, 2020, on the following web pages.

| # | Page Title | URL |
|----|---|---|
| 1 | Home | https://sk.sagepub.com/ |
| 2 | Create Profile | https://sk.sagepub.com/profile |
| 3 | Advanced Search functionality | https://sk.sagepub.com/search |
| 4 | Search Results page | https://sk.sagepub.com/Search/Results |
| 5 | SAGE Business Cases product page | https://sk.sagepub.com/cases |
| 6 | SAGE Business Cases: Original and Series page | https://sk.sagepub.com/business-cases-originals-series |
| 7 | SAGE Business Cases Strategic Management menu page | https://sk.sagepub.com/Browse/?taxonomyId=1&level2id=27&fromProduct=sbc |
| 8 | SAGE Business Case: Information Technology Sourcing Changes in an SME (A) | https://sk.sagepub.com/cases/information-technology-sourcing-changes-sme-ca-va-de-soi-a |
| 9 | SAGE Business Case: eFashion Inc. Warehouse (A) | https://sk.sagepub.com/cases/efashion-inc-warehouse-a |
| 10 | SAGE Video: For Faculty & Instructors page | https://sagepub.libguides.com/c.php?g=1041598&p=7555463 |

| | | |
|----|---|---|
| 11 | SAGE Video with supplementary materials: The Value of Voice – A Conversation with Nick Couldry, Chapter 1 | https://sk.sagepub.com/video/the-value-of-voice-a-conversation-with-nick-couldry |
| 12 | SAGE Reference title: The SAGE Encyclopedia of Lifespan Human Development | https://sk.sagepub.com/reference/the-sage-encyclopedia-of-lifespan-human-development |
| 13 | SAGE Book: Women in School Leadership | https://sk.sagepub.com/books/women-in-school-leadership |
| 14 | CQ Press title: Political Handbook of the World 2018–2019 | https://sk.sagepub.com/cqpress/political-handbook-of-the-world-2018-2019 |

The evaluation followed this protocol:

- I. A sighted accessibility expert conducted an overall technical analysis in order to identify issues of technical compliance that would affect mobility impaired, deaf/hearing impaired and low vision users. The evaluator inspected each screen using Chrome with the axe and WAVE browser plugins. Code analysis was conducted using Chrome Developer Tools.
- II. Keyboard accessibility analysis (for mobility and physically impaired users) was conducted by attempting to thoroughly navigate the web application through the keyboard, without using a mouse.
- III. For deaf and hard of hearing users, any audio content was assessed for proper captioning.
- IV. The accessibility for low vision users was evaluated three ways: (1) using the screen magnification, palette, and contrast controls provided by the operating systems; (2) using the font resizing capability offered by the browser, and (3) using Colour Contrast Analyser version 1.1.1.
- V. User Testing: The screen reader testing was conducted by an expert screen reader user. The goal was to identify accessibility barriers that are likely to be experienced by users who are blind. The evaluator worked through the web application on a Windows 10 PC environment using the JAWS 2020 and NVDA 2020.2 screen readers with the Chrome browser (Version 84).
- VI. Any usability issues for users with disabilities encountered during the accessibility assessments in Steps I-V were noted for subsequent mention.

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) |

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.x Report

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

Table 1: Success Criteria, Level A

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 1.1.1 Non-text Content (Level A) | Partially Supports | <p>Many images, image links and image buttons are not labeled for accessibility or have insufficient, missing or redundant alternative text.</p> <p>Several long descriptions for complex images were missing or had incorrect semantic structure.</p> <p>Some math content did not have consistent alternative text used.</p> <p>10/15/20: Icons no longer read for Tools links.</p> <p>02/21/23: Redundant alt text for icons in Collections dropdown, My Profile and Institution modals, and Business Cases home link removed. Also removed from Featured Business Cases, Business Cases pages, and Hero image. Empty headings have been removed. On Reference content pages, alt text has been updated in book info section. Same for the CQP content pages.</p> |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) | N/A | No audio-only content or video-only content is currently on SK. |
| 1.2.2 Captions (Prerecorded) (Level A) | Supports | All videos had captions. |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | Partially Supports | Some videos had onscreen content not available in a transcript or audio description. |
| 1.3.1 Info and Relationships (Level A) | Partially Supports | <p>Many form controls were unlabeled, insufficiently labeled, or only labeled with placeholder text or the title attribute. Several form controls had additional instructions which were not correctly associated with the field.</p> <p>Some fieldset and fieldset legends were missing or not set up correctly for assistive technology. Some related form controls were not in uniquely labeled groups.</p> <p>Several instances of tables missing row or column headers or table markup not implemented correctly.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---------------------------|---|
| | | <p>Many instances of visual headings not marked up as headings and incorrectly structured lists. A few instances of missing list markup. Most modal dialogs did not have headings.</p> <p>10/15/20: Menu headers no longer read out twice to screen readers on Advanced Search page.</p> <p>10/15/20: Add to list and Sign In/Register now read as links on all content pages.</p> <p>10/15/20: Disabled Download button now read by screen readers on content pages.</p> <p>10/15/20: On book content pages, when “Show All” activated, focus now moves to first exposed keyword.</p> <p>10/15/20: Tooltip behavior on product portal pages remediated.</p> <p>10/15/20: Tabbing functionality on Search Results page filters improved and more user-friendly.</p> <p>10/15/20: Screen readers now recognize the menu items in the header on the portal pages.</p> <p>02/21/23: Placeholder information is now associated correctly with the Create Profile form inputs and is being read out by screen readers correctly. Page also now contains an H1 heading. Code for lists on Search Results pages has been updated, and code for lists on tab panel of Sage Business Cases has been updated. Heading levels have also been adjusted on Cases pages and are recognized by JAWS. Button for autoscroll on video pages now relabeled. On Reference content pages, tagging for current and disabled items and the tab panel has been updated and labeling adjusted for left nav.</p> |
| <p>1.3.2 Meaningful Sequence (Level A)</p> | <p>Partially Supports</p> | <p>One book/video/case listings, screen reader focus was often sent back to the top of the page when tooltips were dismissed, which may have had to do with the fact that the code for the tooltips was at the bottom of the code for the page and not adjacent to the triggering element.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| | | <p>10/15/20: On book content pages, when “Show All” activated, focus now moves to first exposed keyword.</p> <p>10/15/20: Tooltip behavior on product portal pages remediated.</p> <p>02/21/23: Tooltip behavior remediated on Sage Business Cases Case Collection Tab.</p> |
| 1.3.3 Sensory Characteristics (Level A) | Supports | Sensory characteristics are not used as the sole means of conveying information. |
| 1.4.1 Use of Color (Level A) | Partially Supports | Color was used as the sole means of distinguishing links on one page. |
| 1.4.2 Audio Control (Level A) | N/A | No automatically playing audio is currently on the SK site. |
| 2.1.1 Keyboard (Level A) | Partially Supports | <p>Some tab panel controls, content within the tab panels and expand/collapse links were not keyboard accessible. Tab panels on book/video/case pages did not have the correct keyboard support. Scrolling through video transcripts was not keyboard accessible.</p> <p>Table of contents links on book/video/case pages did not move keyboard focus.</p> <p>Custom dropdowns and accordion content did not have expected keyboard support implemented.</p> <p>10/15/20: Tabbing functionality on Search Results page filters improved and more user-friendly.</p> <p>10/15/20: Screen readers now recognize the menu items in the header on the portal pages.</p> <p>02/21/23: Skip link is now first link on page across site. Radio buttons on Create Profile form now accessible and select menus on this form now work with a keyboard. Case length slider in Advanced Search Results and Search Results now keyboard accessible, and Author Tooltip now disappears when focus leaves it. Tooltip behavior remediated on Sage Business Cases Case Collection Tab. Menus are also now read correctly by screen readers and navigated by keyboard on Business Cases pages. Button for autoscroll on video pages now relabeled.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| | | On Reference content pages, tagging for current and disabled items has been updated and labeling adjusted for left nav. |
| 2.1.2 No Keyboard Trap (Level A) | Partially Supports | There was a keyboard trap in a tab panel on one of the pages tested. |
| 2.1.4 Character Key Shortcuts (Level A 2.1 only) | Supports | Updated 01/26/21: Character key shortcuts used on the video pages do not block users from accessing four printable characters when typing in form inputs on the page. |
| 2.2.1 Timing Adjustable (Level A) | Supports | No user timeouts were experienced during testing pages. |
| 2.2.2 Pause, Stop, Hide (Level A) | N/A | No automatically updated information is present. |
| 2.3.1 Three Flashes or Below Threshold (Level A) | Supports | No flashing element is present on the platform. |
| 2.4.1 Bypass Blocks (Level A) | Partially Supports | Many pages were missing a level one heading but most had main and footer landmarks in place as an alternative to the skip link. |
| 2.4.2 Page Titled (Level A) | Partially Supports | Page titles do not always update with unique names as users navigate through the website. Most page titles started with the more general part of the title and ended with the more useful, specific part of the title rather than the other way around. |
| 2.4.3 Focus Order (Level A) | Partially Supports | Many instances of focus not being returned to or sent to the correct elements when interactive elements are opened or closed, in particular with tooltips closed using the Escape key. Several non-interactive elements were in the tab order. Many instances of duplicate, empty or redundant links. 10/15/20: On book content pages, when “Show All” activated, focus now moves to first exposed keyword. 07/15/21: Title cover images removed from tab order and no longer read as links to avoid redundancy with title link text. 12/07/21: Non-interactive headers in Browse SAGE Business Cases drop-down |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---------------------------|---|
| | | <p>menu no longer receive keyboard/visible focus.</p> <p>02/21/23: Tooltip behavior remediated on Sage Business Cases Case Collection Tab. On References content pages, frontmatter and Figures and Tables links now only in tab order once.</p> |
| <p>2.4.4 Link Purpose (In Context) (Level A)</p> | <p>Partially Supports</p> | <p>Many instances of links or sets of links that were missing all of part of their link text.</p> <p>Two instances of multiple links with the same link text but different link destinations.</p> <p>Two sets of links had supplementary link text (“Opens in new window”) at the beginning of the link text for each link.</p> <p>Many links had redundant title text so the link text was read out twice by screen readers. Similarly, many block links had images with redundant alt that was read out as part of the link text.</p> <p>10/15/20: Add to list and Sign In/Register now read as links on all content pages.</p> <p>10/15/20: Send button now read as a button, not a link.</p> <p>10/15/20: Icons no longer read for Tools links.</p> <p>07/15/20: Images of title covers in search results no longer in tab order and no longer read as links to avoid redundancy with title link text.</p> <p>02/21/23: Redundant alt text for icons in Collections dropdown removed.</p> |
| <p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> | <p>Supports</p> | <p>All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p> |
| <p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> | <p>Supports</p> | <p>There were no issues with pointer cancellation.</p> |
| <p>2.5.3 Label in Name (Level A 2.1 only)</p> | <p>Supports</p> | <p>Links and labels read correctly across site.</p> |
| <p>2.5.4 Motion Actuation (Level A 2.1 only)</p> | <p>N/A</p> | <p>There is no functionality requiring device motion.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 3.1.1 Language of Page (Level A) | Supports | The language of the page was defined correctly on all pages tested. |
| 3.2.1 On Focus (Level A) | Supports | No significant change of context occurred on focus on the pages tested. |
| 3.2.2 On Input (Level A) | Partially Supports | <p>Several instances of select dropdowns unexpectedly updating page content on input.</p> <p>Many instances of focus jumping unexpectedly to the top of the page or another part of the page when controls are activated or dismissed.</p> <p>When carousel controls are activated, screen reader users were not always informed that the page content had changed.</p> <p>02/21/23: Search Results page no longer auto update.</p> |
| 3.3.1 Error Identification (Level A) | Partially Supports | <p>Several instances of form elements that require a specific format or that are required not including this information in the form elements' accessible label.</p> <p>02/21/23: Placeholder information is now associated correctly with the Create Profile form inputs and is being read out by screen readers correctly.</p> |
| 3.3.2 Labels or Instructions (Level A) | Partially Supports | <p>Several instances of form elements that require a specific format or that are required not including this information in the form elements' accessible label.</p> <p>When search inputs have auto suggestions that appear, this is not made clear to screen reader users in advance as part of the input element label.</p> <p>10/15/20: Screen reader now reads Embed icon on content pages.</p> <p>10/15/20: Add to list and Sign In/Register now read as links on all content pages.</p> <p>10/15/20: NVDA now reads correct button function on video player in Firefox.</p> <p>02/21/23: Placeholder information is now associated correctly with the Create</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| | | Profile form inputs and is being read out by screen readers correctly. |
| 4.1.1 Parsing (Level A) | Partially Supports | Many instances of duplicate id values on common template elements. |
| 4.1.2 Name, Role, Value (Level A) | Partially Supports | <p>Many form elements were unlabeled or incorrectly labelled with title or placeholder text. Many form elements or buttons were not grouped and labelled for accessibility.</p> <p>Several instances of invalid or missing ARIA values. Multiple instances of buttons, links and landmarks with incorrect aria-labels or missing labels.</p> <p>Multiple instances of buttons incorrectly coded as links and a few of links being coded as buttons. Several instances of buttons or links not being coded as buttons or links and read out as plain text by screen readers.</p> <p>Several iFrames were missing titles.</p> <p>Incorrect or unnecessary use of ARIA menubar, listbox, slider and tab panel patterns caused many screen reader issues accessing content, particularly when using reading commands.</p> <p>Secondary page header content with aria-hidden="true" applied to it was still in the tab order. Carousel content that was not visible on the page was also still available to screen reader users.</p> <p>Several instances of current, disabled or changed state of interactive elements not indicated to screen reader users when a visual indication was available.</p> <p>10/15/20: Send button no longer read as a link; read as a button.</p> <p>10/15/20: Add to list and Sign In/Register now read as links on all content pages.</p> <p>10/15/20: NVDA now reads correct button function on video player in Firefox.</p> <p>10/15/20: Disabled Download button now read by screen readers on content pages.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|---|
| | | <p>02/16/21: ARIA roles for sliders in Advanced Search and Filter panel updated.</p> <p>12/07/21: ARIA label for embedVideo corrected from shareVideo.</p> <p>02/21/23: On Create Profile form, select menus now work with a keyboard. Case length slider now keyboard accessible. Hidden ARIA elements no longer contain focusable elements on Sage Business Cases pages. Business Case “home” link now recognized as a link. Tooltip behavior remediated on Sage Business Cases Case Collection Tab, and link now read out in Featured Business Cases. Heading levels have also been adjusted on Cases pages and are recognized by JAWS. Menus are also now read correctly by screen readers and navigated by keyboard on Business Cases pages. Button for autoscroll on video pages now relabeled. On Reference content pages, tagging for current and disabled items and the tab panel has been updated and labeling adjusted for left nav.</p> |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 1.2.4 Captions (Live) (Level AA) | N/A | No live audio/video content is found on the SK site. |
| 1.2.5 Audio Description (Prerecorded) (Level AA) | Partially Supports | Some videos had onscreen content not available in a transcript or audio description. |
| 1.3.4 Orientation (Level AA 2.1 only) | N/A | The website was not tested on mobile devices. |
| 1.3.5 Identify Input Purpose (Level AA 2.1 only) | Supports | Input fields have an appropriate autocomplete attribute identified. |
| 1.4.3 Contrast (Minimum) (Level AA) | Partially Supports | <p>There were several instances of text within the website that did not have sufficient color contrast.</p> <p>02/16/21: Color contrast updated to compliance levels for Profile error messaging, placeholder text in forms, and</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| | | clickable buttons on static pages when button receives focus. |
| 1.4.4 Resize text (Level AA) | Partially Supports | On book/case/video pages in particular, sticky headers and sticky footers on desktop made it difficult to access content at 200% zoom. On video pages the video iframe takes over the page once the user scrolls past it at 200% and the rest of the page content is no longer available. |
| 1.4.5 Images of Text (Level AA) | Partially Supports | On one of the book pages tested there were multiple large tables that were only available as low-quality images of text with no text alternative available. |
| 1.4.10 Reflow (Level AA 2.1 only) | Partially Supports | On book/case/video and Search pages, two sticky headers and sticky footers on desktop made it difficult to impossible to access content at 320 pixels. On other pages with two headers, the sticky headers obscured a lot of the page content, but the pages were still usable. On the video pages, the video controls were not responsive at 320 pixels which obscured other page content. |
| 1.4.11 Non-text Contrast (Level AA 2.1 only) | Partially Supports | There were a few instances of author-customized focus indicators, form field borders and graphic icons with insufficient contrast throughout the website. |
| 1.4.12 Text Spacing (Level AA 2.1 only) | Supports | No loss of content or functionality occurs when users adjusted spacing as per the requirements of this guideline. |
| 1.4.13 Content on Hover or Focus (Level AA 2.1 only) | Supports | All content in the websites that becomes available on pointer hover or keyboard focus can be dismissed or accessed correctly, as required by this guideline. |
| 2.4.5 Multiple Ways (Level AA) | Supports | The site has navigation and search available on every page tested. |
| 2.4.6 Headings and Labels (Level AA) | Partially Supports | A few form field and button labels were unclear or insufficiently detailed. 10/15/20: Menu headers no longer read out twice to screen readers on Advanced Search page. |
| 2.4.7 Focus Visible (Level AA) | Supports | Focus is available across the site. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 3.1.2 Language of Parts (Level AA) | Supports | A single language was used on the audited pages. |
| 3.2.3 Consistent Navigation (Level AA) | Supports | Navigation links that are repeated on pages do not change order when navigating through the site. |
| 3.2.4 Consistent Identification (Level AA) | Supports | Elements with the same functionality were consistently identified. |
| 3.3.3 Error Suggestion (Level AA) | Partially Supports | Error and success messages were available but were not always read out by screen readers. |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) | Supports | The website does not collect legal or financial data. |
| 4.1.3 Status Messages (Level AA 2.1 only) | Partially Supports | Form error and success messages, search autocomplete suggestions, carousel updates, detailed search result information, and changes of state on interactive elements like accordions and some video controls were not available to screen reader users. 10/15/20: NVDA users on Firefox are now told video Quick Keys Box has opened. 10/15/20: Users now informed all filters cleared on Advanced Search Page. |

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