

# Oxford University Press

## Accessibility Conformance Report WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.5)

**Name of Product/Version:** Business Trove - 2024 (<https://www.oxfordbusinessstrove.com>)

**Report Date:** April 2024

**Product Description:** Business Trove contains around 50 textbooks, providing access to business, marketing, management, and finance textbooks ideal for undergraduate students. The content is easily searchable, with hyperlinked cross-references to aid navigation; students can also personalize their experience by creating their own profile and saving content, searches, and annotations. Business Trove also provides direct access to a wide range of enhanced materials and content types including videos, interactive learning materials, and self-testing resources.

**Contact Information:** [trovehelp@oup.com](mailto:trovehelp@oup.com)

### Notes:

Web conformance for this report is generated by evaluating the Business Trove website and the following group of pages.

- Homepage
- Subject
- Search

- About
- Help and information
- Accessibility

## Evaluation Methods Used:

Business Trove has been evaluated for the Academic division of Oxford University Press for accessibility of its text and features. The evaluation conducted in accordance with WCAG 2.1 Success Criteria for Level A and Level AA conformance, and the accessibility standards established in Section 508 of the United States Rehabilitation Act. Since this website is similar to Law Trove and only differs in content, we followed risk-based testing approach. In this approach, we didn't test all the pages, rather we randomly picked up around 15 pages in it and tested them. On testing, we observed that the same set of defects found in Law Trove site are repeated here as it is built on the same platform and no new bugs found (for similar pages tested).

We are issuing this VPAT based on the above approach tested for the below 15 URLs.

	<a href="https://www.oxfordbusinessstrove.com/">https://www.oxfordbusinessstrove.com/</a>
	<a href="https://subscriberservices.sams.oup.com/shib_wayf.html?entityID=https%3A%2F%2Fshibboleth2sp.sams.oup.com%2Fshibboleth&amp;return=https%3A%2F%2Fshibboleth%253A1698930821_a578">https://subscriberservices.sams.oup.com/shib_wayf.html?entityID=https%3A%2F%2Fshibboleth2sp.sams.oup.com%2Fshibboleth&amp;return=https%3A%2F%2Fshibboleth%253A1698930821_a578</a>
	<a href="https://www.oxfordbusinessstrove.com/page/about">https://www.oxfordbusinessstrove.com/page/about</a>
	<a href="https://www.oxfordbusinessstrove.com/page/subscribe">https://www.oxfordbusinessstrove.com/page/subscribe</a>

<a href="https://www.oxfordbusinessstrove.com/help">https://www.oxfordbusinessstrove.com/help</a>
<a href="https://www.oxfordbusinessstrove.com/page/contact-us">https://www.oxfordbusinessstrove.com/page/contact-us</a>
<a href="https://www.oxfordbusinessstrove.com/login">https://www.oxfordbusinessstrove.com/login</a>
<a href="https://www.oxfordbusinessstrove.com/signup?redirect=https%3A%2F%2Fwww.oxfordbusinessstrove.com%2F">https://www.oxfordbusinessstrove.com/signup?redirect=https%3A%2F%2Fwww.oxfordbusinessstrove.com%2F</a>
<a href="https://www.oxfordbusinessstrove.com/forgotpassword">https://www.oxfordbusinessstrove.com/forgotpassword</a>
<a href="https://www.oxfordbusinessstrove.com/search?q=testing&amp;searchBtn=Search&amp;isQuickSearch=true">https://www.oxfordbusinessstrove.com/search?q=testing&amp;searchBtn=Search&amp;isQuickSearch=true</a>
<a href="https://www.oxfordbusinessstrove.com/browse?t0=OHETBZ:SOC00100">https://www.oxfordbusinessstrove.com/browse?t0=OHETBZ:SOC00100</a>
<a href="https://www.oxfordbusinessstrove.com/page/legal-notice">https://www.oxfordbusinessstrove.com/page/legal-notice</a>
<a href="https://www.oxfordbusinessstrove.com/page/credits/credits">https://www.oxfordbusinessstrove.com/page/credits/credits</a>
<a href="https://www.oxfordbusinessstrove.com/page/accessibility">https://www.oxfordbusinessstrove.com/page/accessibility</a>
<a href="https://www.oxfordbusinessstrove.com/page/.oxfordbusinessstrove.com/page/help">https://www.oxfordbusinessstrove.com/page/.oxfordbusinessstrove.com/page/help</a>

A team of experienced accessibility checkers has assessed the application and its related material according to the following steps:

- Overall technical analysis of the application against the Success Criteria for users with visual impairments, hearing impairments, motor disabilities and Cognitive impairments.
- Manual evaluation of the Business Trove website pages using assistive software (NVDA), and assessment tools (CCA, Text spacing), and keyboard-only approaches to identify issues that would affect deaf and hearing-impaired users, blind and visually impaired users, and users with mobility

impairments.

- For assistive software assessment, actions are performed using a screen reader, keeping the application as an active page, and navigating using the keyboard.
- For keyboard-only assessment, actions are performed by keyboard keystrokes without the use of a mouse.
- Analysis of color contrast between text and the background color using “Colour Contrast Analyser” Tool.
- Evaluation of text content scaling, in which a screen magnifier and browser plugins are used to assess the legibility of content when the text is enlarged/zoomed while using browser and application features.

**Assessment has been conducted on the following platforms:**

Device	OS Version	Browser	Screen Reader	Tools
PC Desktop	Windows 11	Chrome	NVDA	CCA, Text Spacing

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes)

Standard/Guideline	Included In Report
	Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **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 only be used in WCAG Level AAA criteria.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 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**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Web: Partially Supports	<ul style="list-style-type: none"> <li>• Incorrect alt is defined for Oxford University Press on Business Trove page.</li> <li>• Alt is defined for decorative image on Business Trove page.</li> <li>• Image doesn't have an alternate text on Contact Us page.</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Web: Not Applicable	There is no audio only and video content within this application
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Web: Supports	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Web: Supports	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Web: Partially Supports	<p>Most of the information, structure, and relationships can be programmatically determined.</p> <ul style="list-style-type: none"> <li>• Screen reader announces entire information at one go on Homepage.</li> <li>• Screen reader doesn't announce "Jump to content" link.</li> <li>• Landmark is not defined on the Business Trove page.</li> <li>• Heading hierarchy is not correct on Business Trove page.</li> <li>• Heading structure is not correct on About page.</li> <li>• Screen reader doesn't announce FAQ link properly on Contact Us page.</li> <li>• Landmark is not defined on Contact us page.</li> <li>• Error text is not displaying in red color on Forgot Password page.</li> <li>• Heading hierarchy is not correct on Advanced search page.</li> <li>• Form label is not associated with its checkbox control on Advanced search page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• Screen reader announces repeatedly content information on Sign in via your institution.</li> <li>• Screen reader doesn't announce Personal profile sign in page name.</li> <li>• Screen reader announces footer link at one go on Homepage.</li> <li>• Landmark is not defined on the Subscribe page.</li> <li>• Incorrect heading structure is defined on the Subscribe page.</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Web: Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Web: Partially Supports	<ul style="list-style-type: none"> <li>• Tooltip is not defined for share icon on Subscribe page.</li> <li>• Tooltip is not defined for close icon on share link modal dialog.</li> </ul>
<a href="#">1.4.1 Use of Color</a> (Level A)	Web: Partially Supports	<p>Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information.</p> <ul style="list-style-type: none"> <li>• Link text has insufficient color contrast with the surrounding text on Business Trove page.</li> <li>• Footer link doesn't have underline on Forgot Password page.</li> <li>• Link text has insufficient contrast ratio on Create a personal profile page.</li> <li>• Link text has insufficient contrast ratio on Help and information page.</li> <li>• Link text has insufficient color contrast ratio on Subscribe page.</li> <li>• Button control appear as text on Advanced search page.</li> <li>• Button control appears as link on Homepage.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.2 Audio Control</a> (Level A)	Web: Not Applicable	There is no audio that plays automatically.
<a href="#">2.1.1 Keyboard</a> (Level A)	Web: Partially Supports	<p>Business Trove supports standard keyboard navigation and input functions (such as pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections).</p> <p>Exceptions:</p> <p>Some elements are not accessible and operable through the keyboard and few buttons not activated using space key in most of the pages.</p> <ul style="list-style-type: none"> <li>• Advanced search control is not operable through screen reader on Search page.</li> <li>• Share modal dialog is not getting closed by using ESC key on Subscribe page.</li> <li>• Tooltip is not visible through keyboard on Subscribe page.</li> <li>• Tooltip is not visible for search icon on Homepage.</li> <li>• Information is not visible to the user when it receives keyboard focus in About page.</li> </ul>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Web: Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A)	Web: Not Applicable	No custom keyboard shortcuts are used.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Web: Not Applicable	There are no time limits set on content.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Web: Not Applicable	There is no moving, blinking, scrolling, or auto-updating information that starts automatically.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Web: Not Applicable	Application does not contain anything that flashes more than three times in any one second period.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.2 Page Titled</a> (Level A)	Web: Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Web: Partially Supports	<ul style="list-style-type: none"> <li>• Extra keyboard focus applies on Complete the survey here control.</li> <li>• Keyboard focus moves to edit field on Create a personal profile page.</li> <li>• Keyboard focus remains on share icon of Subscribe page.</li> <li>• Keyboard focus doesn't move to first interactive element on Personal profile sign in Page.</li> <li>• Keyboard focus doesn't land on close control of Share link modal dialog.</li> <li>• Keyboard focus remains on Sign in control of Sign in via your Institution section.</li> <li>• Keyboard focus doesn't move to error field on Sign in screen.</li> <li>• Focus order is not logical on Homepage.</li> <li>• Keyboard focus is not appearing Oxford Academic (Oxford University Press) element.</li> <li>• Focus is moving to the hidden element after seek slider in About page.</li> <li>• Focus is not moving back to the triggered element after pressing the Esc key in About page.</li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Web: Partially Supports	<ul style="list-style-type: none"> <li>• Learn more link is not descriptive enough on Trove page.</li> <li>• Show more link is not descriptive enough on Advanced search page.</li> <li>• Use this form link is not descriptive enough on Subscribe page.</li> </ul>
<a href="#">2.5.1 Pointer Gestures</a> (Level A)	Web: Not Applicable	No multipoint or path-based gestures are used.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A)	Web: Not Applicable	Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion.
<a href="#">2.5.3 Label in Name</a> (Level A)	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.4 Motion Actuation</a> (Level A)	Web: Not Applicable	Motion Actuation functionality is not applicable for this application.
<a href="#">3.1.1 Language of Page</a> (Level A)	Web: Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Web: Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Web: Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Web: Partially Supports	<ul style="list-style-type: none"> <li>• Screen reader doesn't announce page level error on Personal profile sign in Page.</li> <li>• Error message doesn't display for Sign in account on Homepage.</li> <li>• Screen reader doesn't announce form field error on Create a personal profile page.</li> <li>• Screen reader doesn't announce page level error on Personal profile sign in Page.</li> <li>• Form field error is not being announced by screen reader on Personal profile sign in page.</li> </ul>
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Web: Partially Supports	<ul style="list-style-type: none"> <li>• Label is not associated with its edit field on Advanced search page.</li> <li>• Screen reader announces star * along with required information on Create a personal profile page.</li> <li>• Label is not associated with its edit read only field on Share link modal dialog.</li> </ul>
<a href="#">4.1.1 Parsing</a> (Level A)	Web: Supports	
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Web: Partially Supports	<ul style="list-style-type: none"> <li>• Two different role is defined for Add term control on Advanced search page.</li> <li>• Social network links are not descriptive enough on Help page.</li> <li>• Social network links are not descriptive enough on Accessibility page.</li> <li>• Social links are not descriptive enough on Credits page.</li> <li>• Social links are not descriptive enough on Legal Notice page.</li> <li>• Social network links are not descriptive enough on</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>Subscribe page.</p> <ul style="list-style-type: none"> <li>• Incorrect role is defined for social network on Subscribe page.</li> <li>• Meaningful name is not defined for Share control on Subscribe page.</li> <li>• Title attribute is defined for Save icon on Advanced search page.</li> <li>• Open section expand icon is not descriptive on Advanced search page.</li> <li>• Update button is not descriptive enough on Advanced search page.</li> <li>• Jump to content link is not descriptive enough on Homepage.</li> <li>• Placeholder text is not defined for search field on Homepage.</li> <li>• Two different roles are defined for Share element on About page.</li> <li>• Title attribute is defined for Share element on About page.</li> </ul>

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Web: Not Applicable	Business Trove does not include live video and audio content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Web: Supports	Audio description is provided for all prerecorded video content in synchronized media.
<a href="#">1.3.4 Orientation</a> (Level AA)	Web: Not Applicable	It's not applicable for windows device.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA)	Web: Partially Supports	Semantic structure is not defined for auto complete attribute on Homepage.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Web: Partially Supports	<ul style="list-style-type: none"> <li>• Placeholder text has insufficient contrast ratio on Forgot password page.</li> <li>• Placeholder text has insufficient color contrast ratio</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		on Homepage.
<a href="#">1.4.4 Resize text</a> (Level AA)	Web: Partially supports	<ul style="list-style-type: none"> <li>• Jump to Content link is getting overlapped after zooming up to 200% on Homepage.</li> <li>• Keyboard focus moves to hidden element after zooming up to 200% on Subscribe page.</li> <li>• Keyboard focus moves to beneath sign in dialog in 200% on Homepage.</li> <li>• Image is getting clipped after zooming up to 200% on Homepage.</li> </ul>
<a href="#">1.4.5 Images of Text</a> (Level AA)	Web: Not Applicable	This site doesn't contain images of text.
<a href="#">1.4.10 Reflow</a> (Level AA)	Web: Partially Supports	<ul style="list-style-type: none"> <li>• Element is getting clipped on Sign in via your institution page.</li> <li>• Jump to Content link is getting overlapped after zooming up to 400% on Homepage.</li> <li>• Flyout menu is getting overlapped with the element on Homepage.</li> <li>• Keyboard focus is getting lost after zooming up to 400% on Homepage.</li> <li>• Tooltip is not visible for visual icon after zooming to 400% on Homepage.</li> <li>• Focus moves to hidden control after zooming up to 400% on Homepage.</li> <li>• Focus indicator is not appearing properly after zooming up to 400% on Homepage</li> </ul>
<a href="#">1.4.11 Non-text Contrast</a> (Level AA)	Web: Partially support	<ul style="list-style-type: none"> <li>• Borders have insufficient contrast ratio of 1.1:1 for each form field on Create a personal profile page.</li> <li>• Borders have insufficient contrast ratio at edit field.</li> <li>• Focus indicator have insufficient contrast ratio on About page.</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA)	Web: Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA)	Web: Partially Supports	Share modal dialog is not getting collapsed after moving to next element on Subscribe page.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Web: Partially Supports	<ul style="list-style-type: none"> <li>Empty heading is defined on Business Trove page.</li> <li>Label is not associated with its email address on Contact Us page.</li> </ul>
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Web: Partially Supports	<ul style="list-style-type: none"> <li>Keyboard focus is not visible on interactive image element.</li> <li>Keyboard focus indicator is not properly visible on Subject control.</li> <li>Focus indicator is not clearly visible to the user for channel watermark button in About page.</li> <li>Focus indicator is not provided for Annotations in Settings menu on About page.</li> </ul>
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Web: Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Web: Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Web: Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Web: Partially Supports	<ul style="list-style-type: none"> <li>Error suggestion is not descriptive enough on Forgot password page.</li> <li>Error suggestion is not descriptive enough on Personal profile sign in Page.</li> <li>Form field doesn't have error suggestion on Sign in screen.</li> <li>Page level error is not being displayed on Sign in screen.</li> </ul>
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Web: Not Applicable	There are no web pages that involve legal commitments or financial transactions, modify, or delete user-controllable data, or submit user test responses.
<a href="#">4.1.3 Status Messages</a> (Level AA)	Web: Supports	

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