

VPAT Accessibility Conformance Report

(Based on ITI VPAT®)

Name of Product	Mendeley Data
Date Last Updated	July 6, 2021
Completed by	Jay Nemchik (Digital Accessibility Team, Dayton)
Applicable Standards/Guidelines	This document rates Mendeley Data according to the W3C WCAG 2.1 A and AA requirements.
Contact for More Information	Ted Gies Principal User Experience Specialist ted.gies@elsevier.com accessibility@elsevier.com
Testing Tools and Methods	Hands-on keyboard operation Firebug/Code inspection Firefox Web Developer Toolbar (removing style sheets) JAWS 18 on Mozilla Firefox 63 and MS IE 11 on Windows 10 NVDA screen reader v2019.2.1 Wave Extension Color Contrast Analyzer W3C WAI Pages Elsevier Accessibility Checklist: http://romeo.elsevier.com/accessibility_checklist/
Document Sections	The review document below includes all WCAG 2.1 A and AA checkpoints and is organized into 6 logical sections: <ul style="list-style-type: none">• Visuals• Keyboard• Headings and Structure• Labeling• Multimedia• Usability
Pages Covered	Header, Footer, Homepage, Find Research Data, Elsevier Showcase, My Data, Edit Dataset, Public Dataset, Projects, Project Details, Collections, Collection Details, Moderation, Admin, FAQ
Terms	<ul style="list-style-type: none">• Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.• Partially supports: Some functionality of the product does not meet the criteria.• Does not support: Majority of functionality of the product does not meet the criteria.• Supports (N/A): According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."
Notes/Terminology	"AT" stands for Assistive Technology such as screen readers, voice input, etc.

WCAG 2.1 Success Criterion	Level	Evaluation
1.1.1 Non-text Content	A	Partially supports
1.2.1 Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
1.2.2 Captions (Prerecorded)	A	Supports (N/A)
1.2.3 Audio Description or Full Text Alternative	A	Supports (N/A)
1.2.4 Captions (Live)	AA	Supports (N/A)
1.2.5 Audio Description	AA	Supports (N/A)
1.3.1 Info and Relationships	A	Partially supports
1.3.2 Meaningful Sequence	A	Supports
1.3.3 Sensory Characteristics	A	Supports
1.3.4 Orientation (2.1)	AA	Supports
1.3.5 Identify Input Purpose (2.1)	AA	Supports (N/A)
1.4.1 Use of Color	A	Supports
1.4.2 Audio Control	A	Supports (N/A)
1.4.3 Contrast (Minimum)	AA	Partially supports
1.4.4 Resize text	AA	Supports
1.4.5 Images of Text	AA	Supports
1.4.10 Reflow (2.1)	AA	Supports
1.4.11 Non-Text Contrast (2.1)	AA	Partially supports
1.4.12 Text Spacing (2.1)	AA	Supports
1.4.13 Content on Hover or Focus (2.1)	AA	Partially supports
2.1.1 Keyboard	A	Partially supports
2.1.2 No Keyboard Trap	A	Supports
2.1.4 Character Key Shortcuts (2.1)	A	Supports (N/A)
2.2.1 Timing Adjustable	A	Supports (N/A)
2.2.2 Pause, Stop, Hide	A	Supports (N/A)
2.3.1 Three Flashes or Below Threshold	A	Supports (N/A)
2.4.1 Bypass Blocks	A	Partially supports
2.4.2 Page Titled	A	Supports
2.4.3 Focus Order	A	Partially supports
2.4.4 Link Purpose (In Context)	A	Supports
2.4.5 Multiple Ways	AA	Supports
2.4.6 Headings and Labels	AA	Supports
2.4.7 Focus Visible	AA	Partially Supports
2.5.1 Pointer Gestures (2.1)	A	Supports (N/A)
2.5.2 Pointer Cancellation (2.1)	A	Supports
2.5.3 Label in Name (2.1)	A	Partially supports
2.5.4 Motion Actuation (2.1)	A	Supports (N/A)
3.1.1 Language of Page	A	Supports
3.1.2 Language of Parts	AA	Does not support
3.2.1 On Focus	A	Supports

WCAG 2.1 Success Criterion	Level	Evaluation
3.2.2 On Input	A	Supports
3.2.3 Consistent Navigation	AA	Supports
3.2.4 Consistent Identification	AA	Supports
3.3.1 Error Identification	A	Partially supports
3.3.2 Labels or Instructions	A	Partially supports
3.3.3 Error Suggestion	AA	Supports (N/A)
3.3.4 Error Prevention (Legal, Financial, Data)	AA	Supports (N/A)
4.1.1 Parsing	A	Supports
4.1.2 Name, Role, Value	A	Partially Supports
4.1.3 Status Messages (2.1)	AA	Supports (N/A)

Visuals		
WCAG 2.1 Checkpoint	Supporting Features	Remarks
1.1.1: Non-Text Content (A) Provide text alternatives for non-text content (e.g. images)	Partially supports	Images, icons, and graphs include text equivalents. Exceptions: All SVGs should be given aria-hidden="true". Homepage: The "Open research data repositories in our index" logos do not have alt text. Find Research Data: Datasets with preview images do not have good alt text. Elsevier Showcase: The Elsevier logo in the footer should have alt="Elsevier logo". My Data: The Embargo Data icon does not have alternative text. Public Dataset: The Folder icon needs alternative text. Project Details: The Folder icon in Data sources needs alternative text. Moderation: The Folder icon in some View Draft modals needs alternative text.
1.3.3: Sensory Characteristics (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound	Supports	Content does not rely on sensory characteristics.

<p>1.4.1: Use of Color (A) Color is not used as the only visual means of conveying info</p>	Supports	Color is not used as the only means of conveying information for any content.
<p>1.4.3: Color Contrast (Minimum) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text)</p>	Partially supports	<p>Most text has enough contrast with its corresponding background.</p> <p>Exceptions: Homepage: The placeholder search text does not have enough contrast at 2.01:1.</p> <p>Find Research Data: The placeholder search text does not have enough contrast at 2.1:1.</p> <p>Elsevier Showcase: The placeholder search text does not have enough contrast at 2.1:1.</p> <p>My Data: All placeholder text does not have enough contrast at 2.1:1.</p> <p>Edit Dataset: The Description placeholder text does not have enough contrast at 2.1:1. The Institutions, departments, and Categories placeholders do not have enough contrast at 3.95:1.</p> <p>Projects: The placeholder Filter text does not have enough contrast at 2.1:1.</p> <p>Project Details: The placeholder text for Searching for Mendeley members and Dataset Name does not have enough contrast at 2.1:1.</p> <p>Admin: Placeholder text does not have enough contrast at 2.1:1.</p> <p>FAQ: The Expand All green text does not have enough contrast at 2.52:1.</p>
<p>1.4.4: Resize Text (AA) Text can be enlarged up to 200% without loss of functionality.</p>	Supports	Text can be enlarged to 200% without loss of functionality.
<p>1.4.5: Images of Text (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos</p>	Supports	No images of text are used other than for Logos or essential presentation.
<p>1.4.10 Reflow (AA) (2.1) Content can be presented without loss of information or functionality, and without requiring</p>	Supports	All content is displayed in one scrolling direction for all content.

<p>scrolling in two dimensions for: Vertical scrolling content at a width equivalent to 320 CSS pixels; Horizontal scrolling content at a height equivalent to 256 CSS pixels.</p>		
<p>1.4.11 Non-Text Contrast (AA) (2.1) User interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s).</p>	Partially supports	<p>There are a few UI components and graphical objects that do not pass the minimum contrast ratio of 3:1.</p> <p>Exceptions: Homepage: The carousel dots do not pass minimum color contrast (active blue at 2.35:1, and gray dot at 2.64:1)</p>
<p>1.4.12 Text Spacing (AA) (2.1) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property:</p> <p>Line height (line spacing) to at least 1.5 times the font size; Spacing following paragraphs to at least 2 times the font size; Letter spacing (tracking) to at least 0.12 times the font size; Word spacing to at least 0.16 times the font size.</p>	Supports	<p>All content can be adjusted to the minimum text spacing requirements without loss of readability or functionality.</p>
<p>1.4.13 Content on Hover or Focus (AA) (2.1)</p>	Partially supports	<p>There are some tooltips that appear on hover or focus that are not dismissable.</p>

<p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> • Dismissable • Hoverable • Persistent 		<p>Exceptions: Edit Dataset: The tooltips that appear when inside the various form fields on the page are not dismissable.</p>
<p>2.3.1: Three Flashes or Below Threshold (A) No more than three flashes in a 1-second period, or the flashes are below the defined thresholds</p>	Supports (N/A)	No flashing content exists.
Keyboard		
WCAG 2.1 Checkpoint	Supporting Features	Remarks
<p>1.3.2: Meaningful Sequence (A) The correct reading sequence can be programmatically determined</p>	Supports	The correct reading sequence is logical with the DOM order matching the visual order.
<p>2.1.1: Keyboard (A) All functionality is available from a keyboard, except for tasks such as drawing</p>	Partially supports	<p>Most content is keyboard operable.</p> <p>Exceptions: Header: The profile dropdown cannot be opened with the arrow keys.</p> <p>Find Research Data: Using the spacebar to check the filter checkboxes should not move the screen downwards.</p> <p>Elsevier Showcase: Using the spacebar to check the filter checkboxes should not move the screen downwards.</p> <p>Edit Dataset: The order of contributors cannot be changed with the keyboard. Using the spacebar to check the file checkboxes should not move the screen downwards.</p> <p>Collection Details: The order of contributors cannot be changed with the keyboard.</p>
<p>2.1.2: No Keyboard Trap (A) The user can use the keyboard to move through page elements</p>	Supports	No keyboard traps exist on any page.

and is not trapped on a particular element		
2.1.4 Character Key Shortcuts (A) (2.1) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: <ul style="list-style-type: none"> • Turn off • Remap • Active only on focus 	Supports (N/A)	No keyboard shortcuts are implemented on the site.
2.4.3: Focus Order (A) Users can tab through the elements of a page in a logical order	Partially supports	Tab order is logical on the site for the most part. Exceptions: Header: When in the mobile menu, users can reach content behind the menu when tabbing. Homepage: There is a duplicate skip link in the header.
2.4.7: Focus Visible (AA) The page element with the current keyboard focus has a visible focus indicator	Partially supports	Many elements use a good visible focus. Several exceptions exist. Exceptions: Homepage: The tab panels for Recently added data can sometimes be reached by tabbing and do not have a visible focus.
3.2.1: On Focus (A) When a UI component receives focus, this does not trigger unexpected actions.	Supports	Focusable elements do not cause unexpected actions when receiving focus.
Headers and Structure		
WCAG 2.1 Checkpoint	Supporting Features	Remarks
1.3.1: Information and Relationships (A) Info, structure, and relationships can be programmatically determined	Supports with exceptions	Good use of headings to appropriately structure content. HTML5 tags and roles are used in several areas to create landmarks. Exceptions: Footer: The set of links above the orange line should be in an unordered list (Mission, Archive Policy, Suggested file formats, etc.). The social media icons should be in an unordered list.

		<p>Homepage: There needs to be a "main" landmark. There should only be one header HTML5 element.</p> <p>Find Research Data: The page needs a "main" landmark. The page has no headings. There is no footer landmark. The preview tables are missing table headers entirely.</p> <p>Elsevier Showcase: The page needs a "main" landmark. There is no footer landmark. The preview tables are missing table headers entirely. "Filter Results" and "# of Results" text should be h3s.</p> <p>Edit Dataset: There are no headings on the page.</p> <p>Projects: There is no "main" landmark on the page. The rightmost table header is empty.</p> <p>Project Details: The h1 should be within the Main landmark.</p> <p>Collection Details: The "Edit Collection Details" text in the Edit Metadata modal should be an h2. The right two columns of the dataset table have empty table headers.</p> <p>Moderation: The Activity list of events should be in an ordered list.</p> <p>Admin: There should only be one header landmark per page.</p> <p>FAQ: The "Expand All" buttons should not be within the heading tags of their section.</p>
<p>2.4.1: Bypass Blocks (A) Users can bypass repeated blocks of content.</p>	<p>Partially supports</p>	<p>Headings exist and a visible "Skip" links exists on some pages, which allow users using Assistive Technology to jump to the different areas of content quickly.</p> <p>Exceptions:</p> <p>Find Research Data: There is no skip link and no headings on this page.</p> <p>Elsevier Showcase: There is no skip link and no headings on this page.</p> <p>Edit Dataset: There is no skip link and no headings on the page.</p> <p>Public Dataset: There is no skip link on the page.</p> <p>Projects: There is no skip link on the page.</p> <p>Project Details: There is no skip link on the page.</p> <p>Collections: There is no skip link on the page.</p> <p>Collection Details: There is no skip link on the page.</p> <p>Moderation: There is no skip link on the page.</p>

		Admin: There is no skip link on the page.
2.4.6: Headings and Labels (AA) Headings and labels are clear and consistent.	Supports	Headings and labels used are clear and descriptive.
3.1.1: Language of Page (A) The language of the page is specified	Supports	The language is defined as lang="en" or lang="en-gb".
3.1.2: Language of Parts (AA) Specify the language of text passages that are in a different language than the default language of the page.	Does not support	There can be instances of datasets that can be in a different language than the page default, but they are not marked with a lang attribute.
4.1.1: Parsing (A) Use valid, error-free HTML	Supports	HTML and CSS passes concerning these 4 specific criteria: (i) elements have complete start and end tags, (ii) elements are nested according to their specifications (iii) elements do not contain duplicate attributes (iv) any IDs are unique, except where the specifications allow these features.
Labeling		
WCAG 2.1 Checkpoint	Supporting Features	Remarks
1.3.5 Identify Input Purpose (AA) (2.1) The purpose of each input field collecting information about the user can be programmatically determined when: The input field serves a purpose identified in the Input Purposes for User Interface Components section; and the content is implemented using technologies with support for identifying the expected meaning for form input data.	Supports (N/A)	There are no fields for which the autocomplete attribute applies.
2.4.2: Page Titled (A)	Supports	Titles change dynamically based on the current page and are descriptive.

The page has a title describing its topic or purpose		
2.4.4: Link Purpose (In Context) (A) The purpose of each link can be determined from the link text or surrounding context.	Supports	Links used have an identifiable purpose from the link text or surrounding context.
2.5.3 Label in Name (A) (2.1) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Partially supports	Most user interface components have the visible label as the first part of the programmatic label. Exceptions: Header: The Mendeley Data link does not have the visible text in the label. Elsevier Showcase: The Elsevier logo in the header and the Elsevier BV link do not have the visible text in the label. Public Dataset: The button label for viewing individual files needs to include the file name in the label.
3.2.4: Consistent Identification (AA) UI components used across the web site are identified consistently on every page.	Supports	UI components are consistent across the site in terms of HTML implementation and labelling.
3.3.1: Error Identification (A) Input errors are clearly marked and described to the user.	Partially supports	Some input errors are not properly associated with their respective input fields. Exceptions: Edit Dataset: Submission errors are not associated with their respective input fields.
3.3.2: Labels and Instructions (A) Items requiring user input are clearly labeled or have clear instructions.	Partially supports	Most input areas have clear labels which are programmatically assigned. Exceptions: Find Research Data: The custom filter checkboxes are unlabeled. Elsevier Showcase: The custom filter checkboxes are unlabeled. My Data: The custom checkboxes in the "State" dialog are unlabeled. Edit Dataset: The file and restrict access checkboxes are unlabeled. The Institutions, Departments, and Categories inputs are unlabeled. When going through search suggestions, the menu items do not read out properly to screen readers. Public Dataset: The textarea used for the "Cite this dataset" is unlabeled.

		<p>Project Details: Search for Mendeley members textarea does not have a label. New Dataset name input does not have a label.</p> <p>Collection Details: The Categories and Institutions inputs are unlabeled. When going through search suggestions, the menu items do not read out properly to screen readers.</p> <p>Admin: Filter by Name input does not have a label.</p>
<p>3.3.3: Error Suggestion (AA) When the user makes an input error, give suggestions for valid input.</p>	Supports (N/A)	There are no forms on the site that would give error suggestions.
<p>4.1.2: Name, Role, Value (A) For all UI components, the name, value, and role can be programmatically determined.</p>	Partially supports	<p>Most UI components communicate their state programmatically.</p> <p>Exceptions: My Data: When creating a new Dataset, Collection, or Project, the required input fields need aria-required="true".</p> <p>Edit Dataset: Required input fields should have aria-required="true". The file options buttons (three dots) are unlabeled.</p> <p>Public Dataset: The File Grid needs to mark the container of each interactive cell with role="gridcell". The label for the Cite dialogs should be the DOI heading, not the Done button.</p> <p>Projects: The Project Title input for a new project should have aria-required="true".</p> <p>Project Details: The File Grid needs to mark the container of each interactive cell with role="gridcell".</p> <p>Collections: New collection name and description inputs should have aria-required="true".</p> <p>Collection Details: Name and Description inputs in Edit Metadata should have aria-required="true". The File Grid needs to mark the container of each interactive cell with role="gridcell".</p> <p>Admin: The actions buttons in the table (three dots) do not have labels.</p> <p>FAQ: The Expand All buttons need to change between "Expand All" and "Collapse All".</p>
<p>4.1.3 Status Messages (AA) (2.1) In content implemented using</p>	Supports (N/A)	There are currently no status messages used on the site.

markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.		
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Multimedia

WCAG 2.1 Checkpoint	Supporting Features	Remarks
1.2.1: Audio-only or Video-only (Prerecorded) (A) Provide alternatives for pre-recorded audio-only or video-only content.	Supports (N/A)	No pre-recorded audio-only or video-only content was reviewed.
1.2.2: Captions (Prerecorded) (A) Provide captions for pre-recorded audio	Supports (N/A)	There is no pre-recorded audio on the site.
1.2.3: Audio Description or Media Alternative (Prerecorded) (A) Provide alternatives for pre-recorded synchronized audio/video	Supports (N/A)	There is no pre-recorded synchronized audio/video on the site.
1.2.4: Captions (Live) (AA) Provide captions for live audio in synchronized audio/video.	Supports (N/A)	There is no live audio in synchronized audio/video.
1.2.5: Audio Description (Prerecorded) (AA) Provide an audio description of pre-recorded video.	Supports (N/A)	There is no pre-recorded video on the site.
1.4.2: Audio Control (A) Audio can be paused and stopped, or the audio volume can be changed.	Supports (N/A)	There is no audio content on the site.

<p>2.2.2: Pause, Stop, Hide (A) Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information.</p>	Supports (N/A)	There is no moving, blinking, or scrolling content.
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Usability

WCAG 2.1 Checkpoint	Supporting Features	Remarks
<p>2.2.1: Timing Adjustable (A) Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended</p>	Supports (N/A)	There is no time limit for the site.
<p>2.4.5: Multiple Ways (AA) More than one way is available to navigate to other web pages.</p>	Supports	Users can reach all pages in the system using the global navigation. Content pages can be reached through the global nav or homepage.
<p>3.2.2: On Input (A) Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context.</p>	Supports	User inputs do not cause unexpected actions.
<p>3.2.3: Consistent Navigation (AA) Navigation menus are in the same location and order on every web page.</p>	Supports	Navigation menus are consistently in the same place and in same order.
<p>3.3.4: Error Prevention (Legal, Financial, Data) (AA) For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted.</p>	Supports (N/A)	No data submissions on the site require legal or financial commitments. No data submissions allow for a users' profile to be deleted.

Mobile User Experience

WCAG 2.1 Checkpoint	Supporting Features	Remarks
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<p>1.3.4 Orientation (AA) (2.1) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Supports	Content is not restricted to a single display orientation.
<p>2.5.1 Pointer Gestures (A) (2.1) 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>	Supports (N/A)	There is no content on the site that requires multipoint or path-based gestures.
<p>2.5.2 Pointer Cancellation (A) (2.1) For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> • No Down-Event • Abort or Undo • Up Reversal • Essential 	Supports	All content that can be operated with a single pointer can be undone or is performed on the up-event.
<p>2.5.4 Motion Actuation (A) (2.1) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental</p>	Supports (N/A)	There is no content on the site that is activated by motion or actuation.

actuation, except when: <ul style="list-style-type: none">• Supported Interface• Essential		
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Chapter 3: Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Mendeley Data' user interface and content is mostly accessible with screen readers. Some issues exist with certain icons and buttons needing proper alt text.
302.2 With Limited Vision	Supports	Style sheets separate presentation from content. Personal style sheets and Operating System contrast can be applied. Browser Zoom and Screen magnification apps are supported. Mendeley Data is responsive when zooming text size.
302.3 Without Perception of Color	Partially supports	Mendeley Data does not require perception of color for any content. Color contrast violations exist in a few places.
302.4 Without Hearing	Supports	There is no content in Mendeley Data that requires hearing.
302.5 With Limited Hearing	Supports	There is no content in Mendeley Data that requires hearing.
302.6 Without Speech	Supports	There is no content in Mendeley Data that requires speech input.
302.7 With Limited Manipulation	Supports	Mendeley Data provides labels to most form inputs to make them controls easier to select. Most elements have accessible names and can be operated using speech input.
302.8 With Limited Reach and Strength	Supports (N/A)	Does not apply
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Mendeley Data offers compatibility with text to speech literacy programs (e.g. Read and Write Gold).

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially supports	Details on how to use Mendeley Data's accessibility features are found in this VPAT document. Mendeley Data does not have a specific accessibility statement.
602.3 Electronic Support Documentation	Partially supports	See information in next section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All forms of support documentation are electronic.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	This document describes information on the accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Does not support	There is wider Elsevier accessibility support information, but Mendeley Data does not have its own contact info about accessibility support.

602.3 Electronic Support Documentation

WCAG 2.1 Success Criterion	Level	Evaluation	Remarks
1.1.1: Non-text Content	A	Supports	No non-text content on the FAQ page.
1.2.1: Audio-only and Video-only (Prerecorded)	A	Supports (N/A)	No multimedia on the FAQ page.
1.2.2: Captions (Prerecorded)	A	Supports (N/A)	No multimedia on the FAQ page.
1.2.3: Audio Description or Full Text Alternative	A	Supports (N/A)	No multimedia on the FAQ page.
1.2.4: Captions (Live)	AA	Supports (N/A)	No multimedia on the FAQ page.
1.2.5: Audio Description	AA	Supports (N/A)	No multimedia on the FAQ page.
1.3.1: Info and Relationships	A	Supports	FAQ page has full heading support.
1.3.2: Meaningful Sequence	A	Supports	Screen reader reading sequence is logical.
1.3.3: Sensory Characteristics	A	Supports	Content does not rely on sensory characteristics.
1.3.4: Orientation (2.1)	AA	Supports	Display orientation is not fixed.
1.3.5: Identify Input Purpose (2.1)	AA	Supports (N/A)	No personal input fields on the FAQ page.
1.4.1: Use of Color	A	Supports	No elements rely on color alone to convey information.
1.4.2: Audio Control	A	Supports (N/A)	No auto-playing audio exists.
1.4.3: Contrast (Minimum)	AA	Partially supports	Expand All text does not pass color contrast.
1.4.4: Resize text	AA	Supports	Text can be enlarged to 200% without loss of functionality.
1.4.5: Images of Text	AA	Supports	No images of text are on support pages.
1.4.10: Reflow (2.1)	AA	Supports	Mendeley Data is responsive.
1.4.11: Non-Text Contrast (2.1)	AA	Supports (N/A)	There are no icons or elements that are non-text.
1.4.12: Text Spacing (2.1)	AA	Supports	Minimum text spacing styles can be applied without error.
1.4.13: Content on Hover or Focus (2.1)	AA	Supports (N/A)	No content has hover or focus popups.
2.1.1: Keyboard	A	Supports	All elements can be reached and activated by keyboard.
2.1.2: No Keyboard Trap	A	Supports	No keyboard traps exist.
2.1.4: Character Key Shortcuts (2.1)	A	Supports (N/A)	There are no custom key shortcuts using one character key.
2.2.1: Timing Adjustable	A	Supports	There is no session timeout.
2.2.2: Pause, Stop, Hide	A	Supports (N/A)	No elements on the FAQ page are moving or changing.
2.3.1: Three Flashes or Below Threshold	A	Supports (N/A)	There is no flashing content.
2.4.1: Bypass Blocks	A	Supports	Several means of skipping content exist.
2.4.2: Page Titled	A	Supports	The FAQ page has a descriptive and unique title.
2.4.3: Focus Order	A	Supports	Tab order on the FAQ page is logical.
2.4.4: Link Purpose (In Context)	A	Supports	Link text is clear and descriptive.
2.4.5: Multiple Ways	AA	Supports	There are multiple ways to reach all content.
2.4.6: Headings and Labels	AA	Supports	All headings and labels are descriptive and consistent.
2.4.7: Focus Visible	AA	Supports	All elements have a visible focus.
2.5.1: Pointer Gestures (2.1)	A	Supports (N/A)	No content requires pointer gestures.
2.5.2: Pointer Cancellation (2.1)	A	Supports	All actions can be cancelled properly.
2.5.3: Label in Name (2.1)	A	Supports	Visible labels appear in the accessible names for elements.
2.5.4: Motion Actuation (2.1)	A	Supports (N/A)	Nothing requires device motion.
3.1.1: Language of Page	A	Supports	All support pages have a defined page language.
3.1.2: Language of Parts	AA	Supports (N/A)	No areas use a language different from the default.
3.2.1: On Focus	A	Supports	No unexpected changes happen when receiving focus.
3.2.2: On Input	A	Supports	No unexpected changes when changing input settings.
3.2.3: Consistent Navigation	AA	Supports	All navigation menus are consistent across the site.

WCAG 2.1 Success Criterion	Level	Evaluation	Remarks
3.2.4: Consistent Identification	AA	Supports	All UI elements are labelled and used consistently.
3.3.1: Error Identification	A	Supports	Input fields used do not have errors possible.
3.3.2: Labels or Instructions	A	Supports	Input fields have labels.
3.3.3: Error Suggestion	AA	Supports	No input errors can occur.
3.3.4: Error Prevention (Legal, Financial, Data)	AA	Supports (N/A)	No submission requires legal or financial commitments.
4.1.1: Parsing	A	Supports	No duplicate IDs or other parsing errors occur.
4.1.2: Name, Role, Value	A	Partially supports	Expand all buttons need their text to change.
4.1.3: Status Messages (2.1)	AA	Supports (N/A)	No status messages are on the site.