

VPAT Accessibility Conformance Report

(Based on ITI VPAT[®])

Name of Product	Dorland's Online
Date Last Updated	April 3, 2026
Completed by	Elsevier Digital Accessibility Team
Applicable Standards/Guidelines	This document rates Dorland's Online according to the W3C WCAG 2.1 A and AA requirements.
Contact for More Information	Elsevier Digital Accessibility Team accessibility@elsevier.com
Testing Tools and Methods	<ul style="list-style-type: none">• Hands-on keyboard operation• DevTools/Code inspection• Mozilla Firefox 149 and Chrome 146 on Windows 11 24H2• NVDA screen reader 2025.1• WAVE Browser Extension• Color Contrast Analyzer• W3C Web Accessibility Initiative (WAI) Pages• Elsevier Accessibility Checklist
Document Sections	This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections: <ul style="list-style-type: none">• Visuals• Keyboard• Headings and Structure• Labeling• Multimedia• Usability• Mobile User Experience
Pages Covered	Header, Footer, Homepage, Dictionary, Subscribe, Your Cart, Checkout, Review Your Order, Order Confirmation, Register/My Profile, Redeem Pin Code
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	<ul style="list-style-type: none">• "AT" stands for Assistive Technology such as screen readers, voice input, etc.

Conformance Summary

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
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
1.4.1: Use of Color	A	Supports
1.4.2: Audio Control	A	Supports (N/A)
1.4.3: Contrast (Minimum)	AA	Supports
1.4.4: Resize text	AA	Supports
1.4.5: Images of Text	AA	Supports
1.4.10: Reflow (2.1)	AA	Does not support
1.4.11: Non-Text Contrast (2.1)	AA	Supports
1.4.12: Text Spacing (2.1)	AA	Partially supports
1.4.13: Content on Hover or Focus (2.1)	AA	Supports
2.1.1: Keyboard	A	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	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	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	Supports (N/A)

WCAG 2.1 Success Criterion	Level	Evaluation
3.2.1: On Focus	A	Supports
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
3.3.4: Error Prevention (Legal, Financial, Data)	AA	Supports
4.1.1: Parsing	A	Supports
4.1.2: Name, Role, Value	A	Partially supports
4.1.3: Status Messages (2.1)	AA	Does not support

WCAG 2.1 A and AA Success Criteria

Visuals

WCAG 2.1 Checkpoint	Conformance Level	Remarks
<p>1.1.1: Non-Text Content (A) Provide text alternatives for non-text content (e.g. images)</p>	Partially supports	<p>Most images and icons have appropriate text equivalents.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • Homepage: The linked audio icon bears alt text that differs from neighboring link label text to the same destination. The linked eBooks+ functionally describes the destination yet not the marketing image. • Dictionary: Images in dictionary entries are typically linked and bear the functional alt text "Click to zoom" (to open expanded image viewer) – there may be adjacent figure caption text that does not contribute to the link's accessible name or description. • Dictionary: Image element in expanded viewer modal lacks alt text – although figure captions are typically present on the preview image component that initiates the viewer • Your Cart: The decorative book thumbnail image bears extraneous alt text • Checkout: The CVV informational image does not have alt text.
<p>1.3.3: Sensory Characteristics (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound</p>	Supports	There are no instructions or areas of content which rely solely 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	When color is used as a means of conveying information, another visual method is typically also used to convey the information without color.
<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>	Supports	Text typically has sufficient contrast with corresponding background colors.
<p>1.4.4: Resize Text (AA) Text can be enlarged up to 200% without loss of functionality.</p>	Supports	Text may typically be enlarged to 200% while preserving functionality of content.
<p>1.4.5: Images of Text (AA) Text is used rather than images of text, except where the</p>	Supports	No images of text are used other than for logos or essential presentation in most areas.

presentation of text is essential, such as logos		
<p>1.4.10: Reflow (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels.. 	Does not support	Dorland’s Online generally does not employ a responsive view where content reflows into a single column, although a few areas support reflow, e.g. footer content. Content is presented within a container of fixed width (1024px) – horizontal scrolling is typically not necessary at the minimum viewport defined by the criterion, however, various sections of content in header and main content area may overlap and obscure one another.
<p>1.4.11: Non-Text Contrast (AA) User interface components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s).</p>	Supports	Non-text UI components and graphical objects typically have at least a 3:1 contrast ratio against surrounding colors.
<p>1.4.12: Text Spacing (AA) 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> <ul style="list-style-type: none"> • 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; 	Partially supports	<p>In most instances, users may adjust the text spacing of content on pages to the minimum baseline properties without causing loss of content or functionality.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • Homepage: When minimum text spacing styles are applied, the License Dorland’s link and its surrounding text gets cut off.

<ul style="list-style-type: none"> Word spacing to at least 0.16 times the font size. 		
<p>1.4.13: Content on Hover or Focus (AA)</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"> Dismissible Hoverable Persistent 	Supports	Content that appears on hover or focus is dismissible, hoverable, and persistent.
<p>2.3.1: Three Flashes or Below Threshold (A)</p> <p>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	Conformance Level	Remarks
<p>1.3.2: Meaningful Sequence (A)</p> <p>The correct reading sequence can be programmatically determined</p>	Supports	The correct reading sequence is typically logical and programmatically determinable, with the DOM order according with the visual order.
<p>2.1.1: Keyboard (A)</p> <p>All functionality is available from a keyboard, except for tasks such as drawing</p>	Supports	Standard web page content and functionality is typically keyboard operable across the site.
<p>2.1.2: No Keyboard Trap (A)</p> <p>The user can use the keyboard to move through page elements and is not trapped on a particular element</p>	Supports	No pages have a keyboard trap.
<p>2.1.4: Character Key Shortcuts (A)</p> <p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case</p>	Supports (N/A)	The site does not use any character key shortcuts.

<p>letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> • Turn off • Remap • Active only on focus 		
<p>2.4.3: Focus Order (A) Users can tab through the elements of a page in a logical order</p>	Partially supports	<p>Tab order is largely logical across the site and preserves the meaning and operability of content in most instances.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • Dictionary: Focus is not restricted to the Expanded image viewer container while active • Checkout: The CVV info modal lacks proper focus management: focus may not be immediately placed nor trapped within the activated container • Register: Profession select inputs bear tabindex values higher than 0, which causes their tab order to be illogical.
<p>2.4.7: Focus Visible (AA) The page element with the current keyboard focus has a visible focus indicator</p>	Supports	<p>Elements across the site typically have a decent visible indication of focus – the focus indicator is usually the browser default.</p>
<p>3.2.1: On Focus (A) When a UI component receives focus, this does not trigger unexpected actions.</p>	Supports	<p>Focusable elements do not cause unexpected actions/changes of context when receiving focus.</p>

Headings and Structure

WCAG 2.1 Checkpoint	Conformance Level	Remarks
<p>1.3.1: Information and Relationships (A) Info, structure, and relationships can be programmatically determined</p>	Partially supports	<p>Most content is distinguishable via semantic structure and relationships. A logical heading order reflecting page organization and content is programmatically determinable on most pages. List markup is used appropriately in many instances (e.g. to organize related links/text). Most input elements have programmatically determinable labels. HTML sectioning elements/landmark roles appropriately demarcate content regions.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • Your Cart: Subscription options are implemented as a series of input buttons rather than as a group of radio buttons
<p>2.4.1: Bypass Blocks (A) Users can bypass repeated blocks of content.</p>	Partially supports	<p>Pages typically have a logical heading order and landmarks demarcating various content regions that allow AT users to conveniently jump to different areas of content.</p> <p>Exceptions:</p>

		<ul style="list-style-type: none"> Despite repeated block of content in header, no “Skip to Main Content” skip navigation link exists
2.4.6: Headings and Labels (AA) Headings and labels are clear and consistent.	Supports	Headings and labels used are typically clear and descriptive. Most pages feature visually distinct and programmatically determinable main and secondary headings to help distinguish content.
3.1.1: Language of Page (A) The language of the page is specified	Supports	The default page language across the site is appropriately defined as lang="en".
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.	Supports (N/A)	There are no sections of text that do not match the default language of the page.
4.1.1: Parsing (A) Use valid, error-free HTML	Supports	HTML and CSS typically pass 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. Note: There may be other general HTML validation errors outside the scope of this criterion. WCAG 2.1 Errata notes: “This Success Criterion should be considered as always satisfied for any content using HTML or XML.”

Labeling

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.5: Identify Input Purpose (AA) The purpose of each input field collecting information about the user can be programmatically determined when: <ul style="list-style-type: none"> 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 	Supports	The only pages featuring applicable form elements that collect such information about the user are Homepage (login form), Checkout, My Profile. The appropriate autocomplete attributes are implemented to facilitate auto-fill.

identifying the expected meaning for form input data.		
2.4.2: Page Titled (A) The page has a title describing its topic or purpose	Supports	A descriptive page title that identifies content/purpose is typically present for each page across the site, although it may be terse.
2.4.4: Link Purpose (In Context) (A) The purpose of each link can be determined from the link text or surrounding context.	Supports	An identifiable purpose may typically be deduced for links from the link text or surrounding context.
2.5.3: Label in Name (A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Supports	User interface components that have visible text typically contain that text within the accessible name.
3.2.4: Consistent Identification (AA) UI components used across the web site are identified consistently on every page.	Supports	Components are typically consistent across the site, and identified consistently where they perform the same function across pages.
3.3.1: Error Identification (A) Input errors are clearly marked and described to the user.	Partially supports	Errors are generally identified and presented well visually. For many inputs, errors are validated upon form submission. Some inputs are dynamically validated, with focus management techniques employed to emphasize invalid input requiring correction (e.g. during Checkout). Error messages that offer specific feedback are presented adjacently in red tooltips. Some error states & messages are not programmatically determinable nor connected to input elements. Exceptions: <ul style="list-style-type: none"> • Homepage: Input errors are not connected to their inputs programmatically for the Search, Email, and Password inputs. • Checkout: Errors are not programmatically connected to their inputs at the initial stage of the checkout process.
3.3.2: Labels or Instructions (A) Items requiring user input are clearly labeled or have clear instructions.	Partially supports	Labels or instructions are provided for most form elements, most of which are programmatically associated with their inputs. Exceptions: <ul style="list-style-type: none"> • Homepage: Search, Email address, and Password inputs only feature placeholder text (disappearing on focus) as visible field labels
3.3.3: Error Suggestion (AA)	Supports	Relevant helpful error suggestions are typically provided in text.

When the user makes an input error, give suggestions for valid input.		
4.1.2: Name, Role, Value (A) For all UI components, the name, value, and role can be programmatically determined.	Partially supports	Some UI components communicate their state programmatically, and many have accessible names that are appropriately defined. Several ARIA attributes and roles are not present where appropriate. Exceptions: <ul style="list-style-type: none"> • Homepage: History button lacks appropriate attributes to communicate state (aria-expanded). Alphabet letter links are implemented as buttons, but may lack appropriate roles, states, and properties to operate well as tabs with manual activation. Search suggestions list lacks appropriate listbox & option roles. • Dictionary: Current state of page within the set is not programmatically determinable • Your Cart: Delete cart item control is implemented as a link rather than a button • Dictionary: Pronunciation button lacks an accessible name and the appropriate button role, and is not in the tab sequence as <a> element without href target. (Users may use the Audio Tool to search for the same term and hear the pronunciation.)
4.1.3: Status Messages (AA) In content implemented using 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.	Does not support	Status messages, while uncommonly encountered, are typically not announced by assistive technology. Exceptions: <ul style="list-style-type: none"> • Various pages: Input errors are communicated visually via status messages (within tooltips close fields), but are not communicated to AT via announcement or other technique

Multimedia

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.2.1: Audio-only or Video-only (Prerecorded) (A) Provide alternatives for pre-recorded audio-only or video-only content.	Supports	The only pre-recorded audio are brief term pronunciations, which are accompanied by phonetic spellings on Dictionary pages.
1.2.2: Captions (Prerecorded) (A) Provide captions for pre-recorded audio	Supports (N/A)	The only pre-recorded audio are brief term pronunciations, which are media alternatives for the respective terms & their phonetic spellings.

<p>1.2.3: Audio Description or Media Alternative (Prerecorded) (A) Provide alternatives for pre-recorded synchronized audio/video</p>	Supports (N/A)	There is no synchronized audio/video content.
<p>1.2.4: Captions (Live) (AA) Provide captions for live audio in synchronized audio/video.</p>	Supports (N/A)	There is no synchronized audio/video content nor live audio.
<p>1.2.5: Audio Description (Prerecorded) (AA) Provide an audio description of pre-recorded video.</p>	Supports (N/A)	There is no pre-recorded video content.
<p>1.4.2: Audio Control (A) Audio can be paused and stopped, or the audio volume can be changed.</p>	Supports (N/A)	No pages feature audio that plays automatically.
<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, scrolling, or auto-updating information for which the criterion is applicable.

Usability

WCAG 2.1 Checkpoint	Conformance Level	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 session timeout to which the criterion is applicable; any time limits are longer than 20 hours.
<p>2.4.5: Multiple Ways (AA) More than one way is available to navigate to other web pages.</p>	Supports	All pages (except steps/results of a process) may typically be located and accessed in multiple ways. For example, main navigation is consistently available across pages. Search functionality that comprehensively indexes term definitions permit users to find specific pages. On Dictionary pages, a short history of recently viewed terms is maintained via a breadcrumb.

<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 input, such as changing the values of form elements, does not initiate unexpected actions or changes in context.
<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 consistent across the site. For example, global navigation links in the header are consistent across pages, occurring in the 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	Users intending to purchase a subscription are asked to specify the exact desired subscription/length plan during a discrete step. Forms in the purchasing flow are checked for errors and users are afforded clear opportunities to correct input where validation fails.

Mobile User Experience

WCAG 2.1 Checkpoint	Conformance Level	Remarks
<p>1.3.4: Orientation (AA) 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	Pages do not restrict view and operation of content to a single orientation.
<p>2.5.1: Pointer Gestures (A) 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)	Pages do not utilize or require multipoint or path-based gestures for any functionality.
<p>2.5.2: Pointer Cancellation (A)</p>	Supports	All interactive content functions through the Up-Event, allowing users to potentially move their pointer off the component to cancel.

<p>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 		
<p>2.5.4: Motion Actuation (A) 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 actuation, except when:</p> <ul style="list-style-type: none"> • Supported Interface • Essential 	Supports (N/A)	There is no content that utilizes device or user motion.