



Client: SAGE Campus

Service: ASPIREreview 2

DATE: 07 August 2023

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# ASPIREreview

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Welcome to your ASPIREreview. Thank you for choosing ASPIRE to review your accessibility statement and requesting a follow-up audit.

Your ASPIREreview provides a detailed assessment of your statement. The review is divided into the following sections:

- **ASPIREscore overview.**
  - Overview
  - Recommendations.
- **ASPIREscore detailed breakdown.**
  - Communication.
  - Content Information.

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PLATFORM URL:

<https://campus.sagepub.com/accessibility>

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REVIEWERS:

Huw Alexander + Alistair McNaught

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The ASPIREreview document, and the recommendations contained within, are confidential between ASPIRE and you.

The data points from the ASPIREreview are shared on the ASPIRElist under a [Creative Commons CC-BY-NC license](#).

## ASPIREscore OVERVIEW

SAGE Campus has been verified by ASPIRE with a score of 100%.

Please find below an overview of your ASPIREreview.

The ASPIREreview is colour-coded to highlight areas for possible improvement.

- GREEN: 100% score in this area.
- YELLOW: A score with room for improvement in this area.
- RED: 0% score in this area.

SECTION 1: COMMUNICATION	SCORE	%
ACCESSIBILITY INFORMATION - DISCOVERABILITY	2	100
ACCESSIBILITY INFORMATION - CURRENCY	2	100
CONTACT INFORMATION	2	100
RESPONSE TIMES	3	100
SECTION 2: CONTENT INFORMATION		
DIGITAL RIGHTS MANAGEMENT (DRM) - COMMERCIAL CONTENT	2	100
DIGITAL RIGHTS MANAGEMENT (DRM) - CONTENT REQUESTS	2	100
ADVICE ON READING OPTIONS	2	100
IMAGE DESCRIPTIONS	2	100
NAVIGATION	3	100
SCREEN READER COMPATIBILITY	3	100
TEXT-TO-SPEECH COMPATIBILITY	3	100
MAGNIFICATION + REFLOW	3	100
COLOURS + CONTRASTS	3	100
COPYING + PRINTING	2	100
<b>ASPIREscore</b>	<b>34</b>	<b>100</b>

## ASPIREverified

SAGE Campus has been verified by ASPIRE with an ASPIREscore of 100%.

SAGE Campus is ranked 23<sup>rd</sup> on the [ASPIRElist](#) for platforms on 19/01/2022.

Please place the ASPIREverified badge on your accessibility statement page to confirm your ASPIRE verification. A .png file for the badge is provided as an attachment to the ASPIREreview.

Please link to your publisher page on the ASPIRElist to provide full details to your users:

<https://www.textboxdigital.com/aspiresetabaseplatforms/Sage-Campus>

[PENDING ACCEPTANCE]



## ASPIRE Overview

Please find below an overview of the ASPIRE review of the SAGE Campus accessibility statement.

A detailed ASPIRE review breakdown of the SAGE Campus accessibility statement is provided in the ASPIRE review (pages 7-19).

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### SECTION 1: COMMUNICATION

SAGE Campus has achieved 100% for the Communication section of the ASPIRE review.

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### SECTION 2: CONTENT INFORMATION

SAGE Campus has scored 100% for the Content Information section of the ASPIRE review.

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### FURTHER COMMENTS

We particularly liked the following aspects of the page:

- Clear information provided about support for DRM-free content.
- Excellent navigation section with granular detail.
- Honest and informative "Limitations and Exceptions" sections.
- The range of accessible reading options.
- Screen reader testing and recommendations.
- Provision of remediated content upon request (images).
- The "Evaluation and testing methods" section provides excellent detail. The reference to Lorna creates a more personal and engaging way of conveying information.
- The "Ongoing support for accessibility" section acts as a roadmap and underlines SAGE's ongoing engagement with accessibility.
- **UPDATE: Excellent range of resources and information for specific users (low vision, hearing, cognitive etc.)**
- **UPDATE: A new "Specific guidance for hearing impaired users" is now included. This section highlights the provision of video captions.**

### RECOMMENDATIONS

#### VPAT

We're seeing more platforms making their VPAT available without requiring a request to be made. This is a really useful document for librarians and users, so it may be beneficial to provide a direct link to the VPAT, especially in enabling assessment as part of the procurement process.

#### Accessible PDF version of the statement + Roadmap

Again, it would be really useful for users to be able to download these documents without submitting a request.

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## CONCLUSION

The SAGE Campus platform statement has scored 100% (Gold) in the 2023 ASPIRE review.

The statement has been updated in line with the recommendations outlined in the initial ASPIRE review and thoroughly deserves to join SRM, Sage Knowledge, Sage Catalyst, and Sage Data in the ASPIRE 100 Club.

The section "Ongoing support for accessibility" contains practices and protocols that will embed accessibility into long term developments.

Many congratulations for another fantastic document that will provide excellent support for your user community.

## SECTION 1: COMMUNICATION

The Communication section assesses the Accessibility Statement for its provision of information and level of contact information availability.

### Accessibility Information - Discoverability

ASPIREscore: 2/2

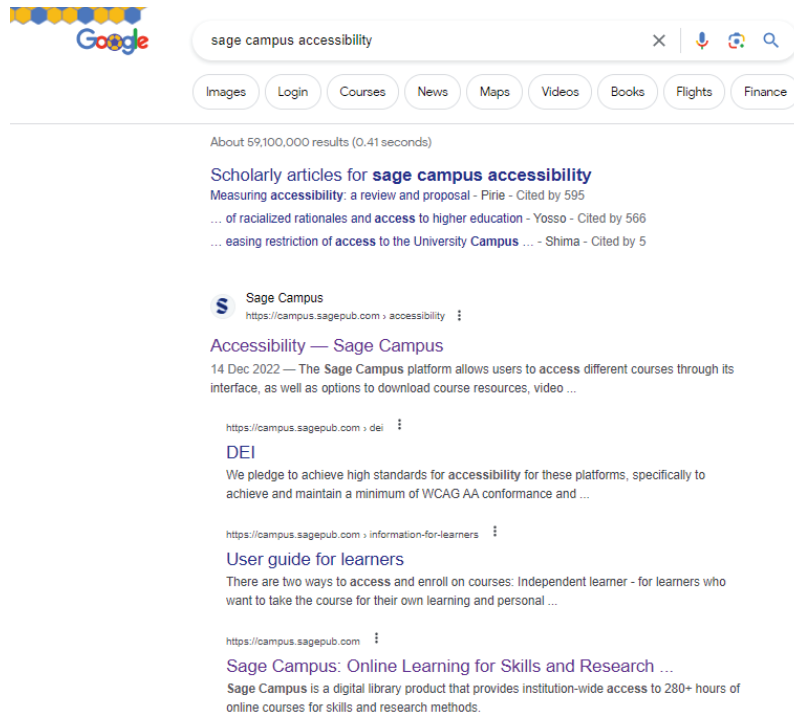
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Is the accessibility information discoverable on the platform provider's website?

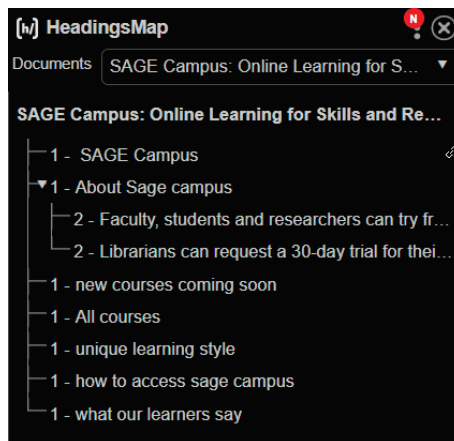
- Accessibility information is easy to find [2]
  - Accessibility information is difficult to find. [1]
  - Accessibility information not found. [0]
- 

### ASPIREnotes

The accessibility statement is clearly linked across the SAGE Campus website (footer location on all pages tested) and is well surfaced by a Google search (first result). Other useful links (such as user guides and DEI) are also returned in the list of results.



Please note that the headings structure on the Campus home page is not hierarchical and contains multiple H1 headers.



This is also an issue (multiple H1) on the following pages:

<https://campus.sagepub.com/about-us#about-sage-campus>

<https://campus.sagepub.com/blog>

<https://campus.sagepub.com/library-resources>

## ASPIRE UPDATE

The Google search results remain excellent. The headings issue on the selected web pages is still present (but this is not a scoring issue within the ASPIRE review – just flagged for information).



## Accessibility Information - Currency

ASPIREscore: 2/2

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When was the information last updated?

- Last updated within the last year. [2]
  - Last updated more than a year ago. [1]
  - No information available. [0]
- 

### ASPIREnotes

The accessibility statement is clearly labelled with an update date. This update date is within the last 12 months: 4 July 2023.

## Contact Information

ASPIREscore: 2/2

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What level of contact information is provided by the platform provider?

- Contact details include specific options (e.g., named person / phone / dedicated accessibility email). [2]
  - Contact details include a generic contact option (e.g., main switchboard number). [1]
  - No contact details available. [0]
- 

### ASPIREnotes

A dedicated email address ([online.accessibility@sagepub.com](mailto:online.accessibility@sagepub.com)) is provided. The contact email is provided in the opening paragraph and throughout the statement, ensuring good discoverability.

It is also worth including the dedicated email address ([accessrequest@sagepub.com](mailto:accessrequest@sagepub.com)) for alternative format requests.

#### ASPIRE UPDATE

The [accessrequest@sagepub.com](mailto:accessrequest@sagepub.com) email is now included within the statement.

## Response Times

ASPIREscore: 3/3

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Does the platform provider specify target fulfilment times for provision of accessible content (i.e., not just an email autoresponder acknowledgement)?

- Accessibility information includes target fulfilment times of up to 5 business days. [3]
  - Accessibility information includes target fulfilment times of 5 - 10 business days. [2]
  - Accessibility information includes target fulfilment times of 11+ business days [1]
  - No information available on response times. [0]
- 

## ASPIREnotes

Information is not included about response times. The following sentence is included in the SRM statement:

*"If you need further assistance, you can send an inquiry to [accessrequest@sagepub.com](mailto:accessrequest@sagepub.com). We reply to all inquiries promptly, typically within five working days."*

### ASPIRE UPDATE

The section has now been updated to include the recommended language.

## SECTION 2: CONTENT INFORMATION

The Content Information section assesses the Accessibility Statement for the level of information provided about content files and user permissions.

## Digital rights management (DRM) - Commercial Content

ASPIREscore: 2/2

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Does the publisher employ DRM for sales of their titles through third parties? Does the reader support DRM-free content?

- Content is signposted as DRM-free. [2]
  - Digital rights management (DRM) restrictions are clearly explained. [1]
  - There is no information on DRM. [0]
-

## ASPIREnotes

Clear information about DRM is provided in the “SAGE Campus content and alternative formats” section. All content on the Campus platform is provided DRM-free with “no technical limitations placed on downloading or printing.”

The section does not include information about requesting alternative formats. It would be helpful to include a sentence such as “If you have a question about alternative formats of SAGE Campus content, please contact [online.accessibility@sagepub.com](mailto:online.accessibility@sagepub.com).”

### ASPIRE UPDATE

This section has been updated to include the recommended information:

*“If you have a question or need further information about accessing or downloading alternative formats for Sage Data content please contact [accessrequest@sagepub.com](mailto:accessrequest@sagepub.com) or [online.accessibility@sagepub.com](mailto:online.accessibility@sagepub.com). We reply to all inquiries promptly, typically within five working days.”*

## Digital rights management (DRM) - Content Requests

### ASPIREscore: 2/2

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Does the publisher supply DRM-free ebook files upon request for accessible copies?

- Yes, DRM-free files are available upon request. [2]
  - No, DRM-free files are not available. [1]
  - No information on file supply. [0]
- 

## ASPIREnotes

No information is provided about alternative format requests. SAGE provide a direct service for alternative formats and support services such as RNIB Bookshare, Bookshare, and the AccessText Network. It would be useful to include information about direct alternative format requests (via [accessrequest@sagepub.com](mailto:accessrequest@sagepub.com)) and reference your support of accessible content organizations. For instance:

*“For alternative format information, please contact [accessrequest@sagepub.com](mailto:accessrequest@sagepub.com). All book content available on SAGE Campus is available via RNIB Bookshare, Bookshare, and the AccessText Network.”*

### ASPIRE UPDATE

The “Sage Campus content and alternative formats” section has been extensively rewritten and covers direct requests for content files and Sage’s involvement with accessible content organisations. It would useful to hyperlink the references to [RNIB Bookshare](#), [Bookshare](#), and [AccessText](#).

## Advice on Reading Options

ASPIREscore: 2/2

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Reading online through the platform interface can give a different accessibility experience from downloading a chapter or downloading a book. Does the accessibility statement give any advice on the accessibility features of reading online versus download options for different accessibility needs?

- Detailed guidance is available. [2]
  - Some guidance is available. [1]
  - There is no information on this. [0]
- 

## ASPIREnotes

Comprehensive information is provided about the reading experience (“Reading and viewing guidance – SAGE Campus interface” and “Reading guidance – PDF”). Specific, detailed guidance is provided for keyboard navigation and visually impaired users. The information on page Landmark structure is very helpful to screenreader users who are not always familiar with these options.

It would be helpful to define “Partially tagged” – does this mean headings 1 and 2 only? Or all headings but not reading order? Or headers and footers not marked as artefacts?

### ASPIRE UPDATE

This “Reading guidance – PDF” section has been updated to include the following detail:

*“PDFs are partially tagged to be accessible to a keyboard and screen reader. This means that while PDFs are generally navigable and usable for keyboard and screen reader users, some PDFs may present barriers to full comprehension, such as inconsistent alternative text or heading structures. Fixes to these barriers are currently on the accessibility roadmap for Sage Campus.”*

We recommend signposting the Adobe Acrobat Reader app for mobile devices. This provides better accessibility options – for example more reliable reflow and generally reliable interpretation of headings from the typography.

Where browser plugins are referenced, we recommend adding a disclaimer along the lines of “Browser plugin suggestions are provided in good faith, but users must satisfy themselves as to the security and safety of any plugin used.”

## Image descriptions

ASPIREscore: 2/2

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Different online platforms may provide different levels of support for image descriptions such as Alt Text and Long Desc. The publisher is responsible for the image descriptions (not the aggregator), but the aggregator's platform should support image descriptions where they are available in publisher's files. Is this mentioned?

- Specific information available on image descriptions [2]
- Generic information on image descriptions. [1]
- No information on image descriptions. [0]

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## ASPIREnotes

Clear and useful information about image descriptions is provided ("Text alternatives for visual content"). SAGE Campus provides alt text/image descriptions for navigational images and icons on the platform interface and selected images within the content.

Alt text/descriptions can be requested:

*"If you encounter an image that does not have a text alternative, and you need one, you can request alternative text for specific images."*

Transparent details of limitations/exceptions are also provided.

Note typo: "When alt text is available in the content, *these is* rendered in the interface".

## Navigation

### ASPIREscore: 3/3

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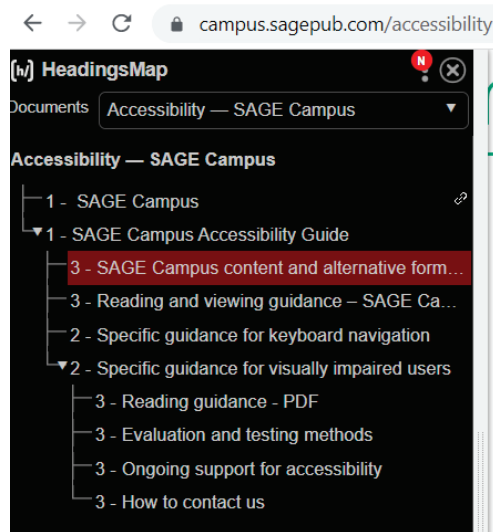
Does the aggregator provide information about navigational tagging, keyboard navigation and reading order in their online reading platform? This may vary with the different source formats being rendered in the platform – e.g., PDF versus EPUB or HTML. How much information is available on navigation?

- Information is available on navigational tagging (e.g., heading levels, hyperlinks), keyboard navigation AND reading order. [3]
- Information available on structural tagging OR reading order. [2]
- Navigation options are planned for next 6 - 12 months. [1]
- No information available on heading structure or reading order. [0]

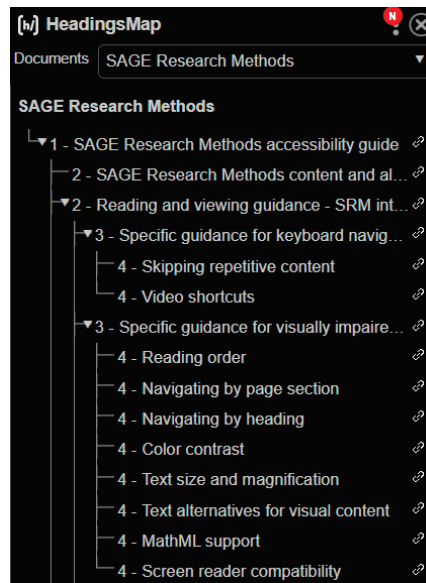
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## ASPIREnotes

The pages on the SAGE Campus website are not as well-structured and logical as SAGE Research Methods and SAGE Knowledge (based on a HeadingsMap analysis of a selection of pages). The heading structure of the accessibility statement includes inconsistent headings (H2/H3) and not all headings on the page are included in the list (such as "Screen Reader Compatibility").



Compare to SRM statement page, which is hierarchical and comprehensive:

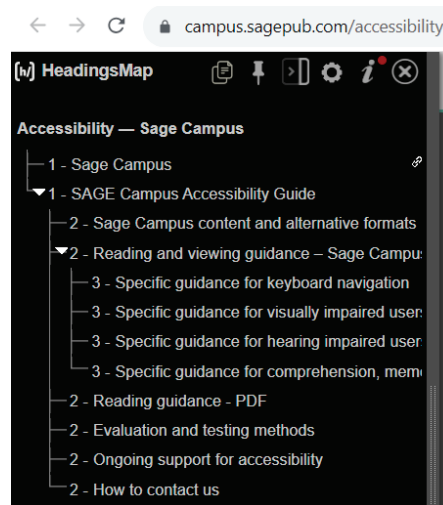


The statement features comprehensive information and support for web and content navigation in the following sections:

- Specific guidance for keyboard navigation.
- Reading order.
- Navigating by page section.
- Navigating by heading.

## ASPIRE UPDATE

The heading structure of the page has been updated and corrected and will be easier for users to navigate.



## Screen Reader Compatibility

### ASPIREscore: 3/3

Does the accessibility statement include information on the platform's compatibility with screen reader technologies? This may include information on recommended browser type and version for optimum compatibility.

- Detailed and specific information (e.g., what works/does not work, which were tested etc.). [3]
- Generic information is available but short on detail. [2]
- Screen reader compatibility planned for next 6 - 12 months. [1]
- No information available on-screen reader compatibility. [0]

### ASPIREnotes

The SAGE Campus platform has been tested with, and is compatible with, NVDA, JAWS, and VoiceOver. Recommended screen reader and browser combinations are provided in a dedicated "Screen reader compatibility" section:

- JAWS and Chrome.
- NVDA and Firefox.
- VoiceOver and Safari.

It would be great to include Microsoft Edge compatibility information in the list.

## ASPIRE UPDATE

Audio descriptions are now referenced – “Appropriate audio descriptions are provided for videos found in courses published from 2021 onwards”.

## Text-to-Speech Compatibility

### ASPIREscore: 3/3

Does the accessibility statement include information on the platform's compatibility with text to speech technologies? This might include inbuilt features, third party tools or suggested browser plugins.

- Detailed and specific information (e.g., what works/does not work, which were tested etc.). [3]
- Generic information is available but short on detail. [2]
- Text to speech compatibility planned for next 6 - 12 months. [1]
- No information is available on text to speech. [0]

### ASPIREnotes

No information is provided about text-to-speech compatibility.

The SAGE Research Methods accessibility statement features the following sentence which would be useful to amend and include within the SAGE Campus statement, if applicable:

*“All content on SAGE Research Methods can be copied and pasted into a text-to-speech tool with no barriers.”*

There may also be value in signposting the Edge browser (with its built in Text to Speech functionality) to users who require Text to Speech.

## ASPIRE UPDATE

A new section entitled, “Specific guidance for comprehension, memory, problem-solving or attention” provides information about text-to-speech tools, as follows:

*“All content on Sage Campus can be copied and pasted into a text-to-speech tool with no barriers. Many Browsers have in-built text-to-speech tools, such as the read aloud function in Microsoft Edge.”*

Microsoft Edge is now signposted, but it is currently the **only** browser with built in text to speech. We recommend amending the statement to *“Many free text to speech plugins are available for browsers and Microsoft Edge has text-to-speech built in via the read aloud function.”*



### ASPIREscore: 3/3

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Does the accessibility statement include information on magnification and reflow in the online reading platform? This might vary according to the format of the source file - is information available on file format differences?

- Information available on magnification and reflow. [3]
  - Information available on magnification. [2]
  - Magnification and reflow options are planned for next 6 - 12 months. [1]
  - No information is available on magnification and reflow. [0]
- 

### ASPIREnotes

A dedicated "Text size and magnification" section is included and provides useful information about magnification. It would be great to provide the level of magnification and zoom available. For instance, 400% and 200% respectively.

No information is provided about reflow. A similar sentence to the SRM statement would be useful, if applicable:

*"SAGE Research Methods uses responsive design, so changing the zoom level in your browser will reflow the layout of the page: as you zoom in or out, the page will rearrange itself to use your screen space in the best way."*

It would also be good to include a SAGE Campus version of the following information from the SRM statement:

*"PDFs downloaded from SAGE Research Methods support zoom and magnification. As all PDFs have embedded, selectable text, all text can be reflowed in Adobe Acrobat Reader DC and other PDF readers."*

#### ASPIRE UPDATE

The "Text Size and Magnification" section has been complete rewritten and now includes the following information:

*"You can change the text size of content and style of text by altering the default font settings in your browser, or you can alternatively use your browser's zoom functionality, up to 400%. Sage Campus uses responsive design, so changing the zoom level in your browser will reflow the layout of the page: as you zoom in or out, the page will rearrange itself to use your screen space in the best way."*

*PDFs downloaded from Sage Campus support zoom and magnification. As all PDFs have embedded, selectable text.*

*Limitations and exceptions: PDFs downloaded from Sage Campus courses currently do not support reflow. A fix for this is on Sage Campus' roadmap."*

Please note that the sentence "As all PDFs have embedded, selectable text." appears incomplete.

## Colours + Contrasts

ASPIREscore: 3/3

Does the accessibility statement include information on changing colours or contrast levels on the platform? This might include inbuilt features, third party tools or browser plugins.

- Detailed and specific information is available. [3]
- Generic information is available (e.g., 'use a browser plugin.'). [2]
- Contrast and colour functionality planned for next 6 - 12 months. [1]
- No information is available on colour and contrast. [0]

## ASPIREnotes

A detailed "Color Contrast" section is provided. All text on the platform is listed as meeting minimum recommended contrast ratios (4.5:1 for normal text and 3:1 for large text). Any problematic graphics from older content can be requested in alternative formats via [online.accessibility@sagepub.com](mailto:online.accessibility@sagepub.com).

However, note that colour contrast is not the only colour related criterion. Accessibility issues also occur where colour is used as a sole signifier of information. For example, on the accessibility statement, hyperlinks are distinguished by colour alone without underlining or italics etc. These could be very difficult to see for some users.

Please note that the light green hyperlink text is a contrast failure throughout the statement:

AA conformance and compliance with accessibility directives at [online.accessibility@sagepub.com](mailto:online.accessibility@sagepub.com). If you're interested in the SAGE generally, see our [global accessibility statement](#).

### ASPIRE UPDATE

The links within the statement have been updated to a contrast-friendly blue and are now underlined. Nice work.

## Copying + Printing

ASPIREscore: 2/2

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Does the aggregator provide information about copying and print limits in their online reading platform?

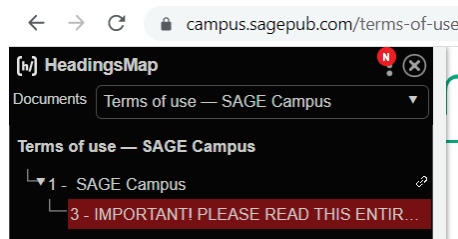
- Specific information available on copy/print limits (e.g., pages or percentages). [2]
- Generic information available on copy/print limits. [1]
- No information available on copy/print limits. [0]

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## ASPIREnotes

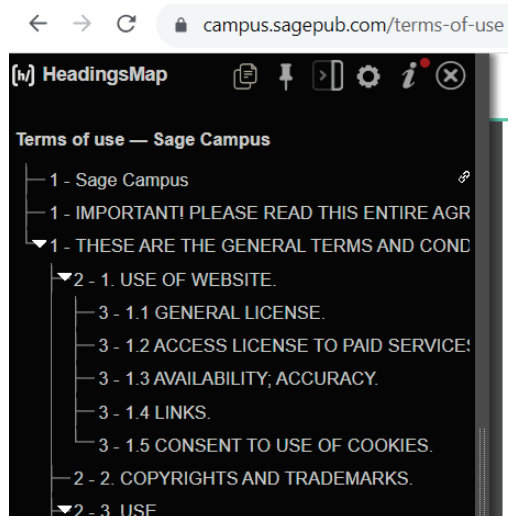
The Campus platform features DRM-free content and there are no technical limitations placed on downloading or printing. A link is provided to the copyright terms and conditions page on the website.

The “Terms of Use” page on the website would benefit from a hierarchical heading structure, so users could easily identify the “Acceptable Use” section and access the information on copyright and copy/print limits. The Data Planet statement features a [well-organized page](#). Currently, the heading structure is as follows:



## ASPIRE UPDATE

The Terms of Use page has been updated and now features a hierarchical heading structure.



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REVIEW ENDS

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If you would like further assistance with your accessibility statement or have made improvements that you would like re-tested, then please contact us at

[aspire@textboxdigital.com](mailto:aspire@textboxdigital.com)