Skillsoft Accessibility Conformance Report

WCAG 2.1 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version

Percipio Compliance for Learners (release version 1.116)

Report Date

24th Feb 2021

Product Description

This VPAT is part of the Percipio Compliance family of VPATs and covers the Percipio Compliance Learner functionality (English). Courses and Assessments/Questionaries are covered by separate VPATs.

The following are **NOT** covered by this VPAT:

- Self-paced Courses in the Java-free Player (separate VPAT available)

- Self-paced Courses in the Java-free (RIA) player (pre-2018) (separate VPAT available)

- Custom Assessments/Questionaries created using Certitude (separate Certitude VPAT pending)

- Custom Content

- Learning Programs

- 3rd party links, including links to resources on Skillsoft.com

- Admin functions (User and Content Management) and Reporting functions

- Help (email Help currently available, online Help under review)

- Percipio Learning Platform (separate VPAT available)

- Percipio Mobile App (separate VPAT pending)

- ELSA (Embedded Learning Synchronized Assistant)

This VPAT does not cover the following functions in detail as the functions do not support the standards as a whole:

- Supporting services defined or required sale-by-sale by the customer, including but not limited to special training, Webex training sessions, and unique user guides or other documentation, all of which should be presumed not to meet Section 508 criteria unless otherwise stated specifically for each applicable Section 508 criterion (for example, as a separate VPAT), by Skillsoft, at time of sale. Sweeping contractual requirements and statements regarding compliance with Section 508 are satisfied by this disclosure per 29 U.S.C. § 794d(a)(4), and 48 C.F.R. §§ 39.203(b)(2) and 39.204(e)(2)(ii).

Contact Information

Website: https://support.skillsoft.com/contact.asp

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Notes

This report covers the degree of conformance for WCAG 2.1 (A and AA) accessibility standards. Many non-conformances are scheduled for imminent remediation.

Evaluation Methods Used

Full manual audit of all functionality in the following environment:

- Desktop browsers: Internet Explorer 11, Firefox 83 on Window 10, Safari 12.1 on MacOS 10.14
- Assistive technologies: JAWS 2020, NVDA 2020, Voiceover
- Accessibility testing tools: aXe, Color Contrast Analyzer, browser developer tools

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A & AA

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 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 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	
1.2.2 Captions (Prerecorded)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	
1.3.1 Info and Relationships	Partially Supports	Asset titles on cards are not headings. Headings and lists are not marked up in Course Information dialogs. Options in the Languages menu have incorrect list markup. The Main region is not in the appropriate place.
1.3.2 Meaningful Sequence	Partially Supports	In VoiceOver/Safari it is possible to read past the end of the Course in Progress dialog to the page behind. In Certificates, the main heading is not exposed to screen readers.
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Supports	
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially Supports	Asset links in History table are not keyboard accessible.

Criteria	Conformance Level	Remarks and Explanations
		Course Information button tooltips do not appear on focus.
2.1.2 No Keyboard Trap	Supports	
2.1.4 Character Key Shortcuts (2.1)	Supports	
2.2.1 Timing Adjustable	Supports	
2.2.2 Pause, Stop, Hide	Supports	
2.3.1 Three Flashes or Below Threshold	Supports	
2.4.1 Bypass Blocks	Supports	
2.4.2 Page Titled	Supports	
2.4.3 Focus Order	Partially Supports	When carousels are advanced or reversed, focus goes to the wrong place. When course opens, course window doesn't become active with JAWS running in IE11. When course closes, Course in Progress dialog doesn't receive focus with JAWS running in IE11. After removing an assignment from the Required carousel, focus is not where it should be.
2.4.4 Link Purpose (In Context)	Supports	
2.5.1 Pointer Gestures (2.1)	Supports	
2.5.2 Pointer Cancellation (2.1)	Supports	
2.5.3 Label in Name (2.1)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (2.1)	Supports	
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Supports	
4.1.1 Parsing	Supports	
4.1.2 Name, Role, Value	Partially Supports	Buttons for sort and toggle search field lack accessible names. After advancing in a carousel, screen readers read the wrong element. JAWS in IE11 reads the previous focusable element when tabbing to an asset card. History table is announced as having four columns when collapsed to a single column. Certificate Print button is exposed as a link. History table sort buttons are not read correctly.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded)	Not Applicable	
1.3.4 Orientation (2.1)	Supports	
1.3.5 Identify Input Purpose (2.1)	Supports	
1.4.3 Contrast (Minimum)	Supports	
1.4.4 Resize text	Partially Supports	At 200% zoom options in the Language menu are only partially visible.
1.4.5 Images of Text	Supports	
1.4.10 Reflow (2.1)	Supports	
1.4.11 Non-text Contrast (2.1)	Partially Supports	Course Information button icons have insufficient contrast against background.
1.4.12 Text Spacing (2.1)	Partially Supports	Long asset titles may be truncated when text spacing is increased.
1.4.13 Content on Hover or Focus (2.1)	Supports	
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Partially Supports	User and Language menu button names are not descriptive of purpose. Options within the language menu are sometimes not spoken intelligibly by screen readers. Carousel advance and reverse buttons have incorrect names.
2.4.7 Focus Visible	Partially Supports	Return to Learning link focus indicator has insufficient contrast against background.

Criteria	Conformance Level	Remarks and Explanations
		Focus is not visible after advancing or reversing the carousel. Search Field toggle button highlighting is not always visible. Focus highlighting is not sufficient in certificate window.
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Supports	
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	
4.1.3 Status Messages (2.1)	Supports	

Legal Disclaimer (Company)

Skillsoft endeavors to be the leader in providing optimally accessible technology in the markets we enter. Electronic Information Technology is a constantly evolving field, requiring statements of the accessibility features of any product, and its interaction with available assistive technologies and various user systems, to evolve as well.

Skillsoft strives, and will continue to strive, to provide a true and fair description of the accessibility conformance of its products in our VPATs, and if any further exceptions are found, we will address them as soon as is practicable. If we become aware of impacts (positive or negative) of new assistive technologies or user systems in common use, we will look to implement those as soon as is practicable. User feedback is highly informative and useful in these endeavors, so we urge users to share their insights and experiences on these topics, via the contact provided above.