

Skillsoft Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version:

Percipio Learner Platform (version as per Report date)

Report Date:

25th August 2021

Product Description:

This VPAT covers the Percipio Learner functionality and content, including login; home page; content searching and browsing; video player and video content; audiobook player and audiobook content; book player and book content; user profile and history (assignments, playlist, activities, interests).

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

- Admin functions (User and Content Management) and Reporting functions
- Help (email Help currently available, online Help under review)
- Links to resources on Skillsoft.com
- Digital Badges presented by Accredible (separate VPAT pending)
- Percipio Content:
 - Partner Content packages:

- Skillsoft makes additional Partner content packages available for customers to license. Skillsoft also includes some Partner content packages in our stock collections which customers may choose to make available to their users. Skillsoft makes no accessibility claims for any of the content contained within these Partner content packages and they are not covered by the Skillsoft VPATs. Information on Partner content packages is available here: https://documentation.skillsoft.com/en_us/percipio/Content/A_Administrator/percipio_accessibility.htm. To confirm Partner content packages, please contact your Account Manager.
 - Skillsoft-family content packages:
 - Skillsoft includes Skillsoft-family content packages content packages in our stock collections which customers may choose to make available to their users, such as Global Knowledge ‘on demand’ courses and Global Knowledge Instructor Led Training (ILT) classes. Skillsoft makes no accessibility claims for any of the content contained within these Skillsoft-family content packages and they are not covered by the Skillsoft VPATs. Information on Skillsoft-family content packages is available here: https://documentation.skillsoft.com/en_us/percipio/Content/A_Administrator/percipio_accessibility.htm. To confirm Skillsoft-family content packages, please contact your Account Manager.
 - Leadercamp and Tech & Dev Bootcamp Live Events (presented using Zoom, accessibility information available here: <https://zoom.us/accessibility>)
 - Leadercamp Practice Assets (PDFs) and Tech & Dev Bootcamp Replay courses and Resources
 - Live Event Feedback Survey
 - Perspectives 2020 and Mayo Clinic content collections
 - Specific Localized (non-English) Content Collections (details available on request)
 - Customer’s own content and customized Percipio courses
 - ELSA (Embedded Learning Synchronized Assistant)
 - Percipio-Compliance (separate VPAT available)
 - Percipio Mobile App (separate VPAT available)
 - Using Microsoft Teams to access Percipio

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>

Email: support@skillsoft.com

Phone: Toll Free - 1-866-SKIL-HELP (1-866-754-5435) US/Canada (Other options available on website.)

Notes:

This report covers the degree of conformance for **Section 508 and WCAG 2.0 (A and AA)** accessibility standards. Many non-conformances are scheduled for imminent remediation.

For Skillsoft web-based eLearning products on Percipio, the following sections of the VPAT 2.0 template are applicable (as specified in <https://section508.gov/applicable-508-standards-and-exceptions-chart>):

- Chapter 3: Functional Performance Criteria
- WCAG 2.0 Level A and AA Guidelines
- Support Services and Documentation Requirements

Evaluation Methods Used:

Full manual audit of all functionality in the following environment:

- Desktop browsers: Chrome 92 and Firefox 90 on Windows 10, Safari 12.1 on MacOS 10.14
- Assistive technologies: JAWS 2021, 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 2.0	Level A (Yes) Level AA (Yes)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Partially Supports	<p>Books are third party licensed content for which the providers do not always provide text equivalents for images.</p> <p>Text alternatives for digital badges don't include all of the text content</p> <p>Some decorative images in some Search result thumbnails are exposed to assistive technologies</p>
1.2.1 Audio-only and Video-only (Prerecorded)	Partially Supports	<p>Audio Books are third party licensed content for which the providers do not always provide text equivalents. Approximately 40% of the Audio Books in the Skillsoft offering are also available as Text-Based Books</p>
1.2.2 Captions (Prerecorded)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	
1.3.1 Info and Relationships	Partially Supports	<p>In a few places headings are not marked up</p> <p>In some places heading levels are not correct</p> <p>In some places list markup is missing or incorrect</p> <p>In some books tabular data is not correctly marked up</p> <p>In some Job Aids tabular data is not correctly marked up</p>
1.3.2 Meaningful Sequence	Partially Supports	<p>Some content in Certificate of Completion PDFs is read out of sequence or not at all</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>In search results, asset titles are read after the asset type</p> <p>On Live Event detail pages and in some PDFs, reading order is incorrect</p> <p>ILT Live Course page title card reading order is incorrect</p> <p>Live announcements sometimes persist within the page content</p>
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially Supports	Some links or buttons in the login area are not sufficiently distinguished from text
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially Supports	<p>Some functions within tables on the Activity page cannot be used with the keyboard or do not work correctly:</p> <ul style="list-style-type: none"> • Table sort • Pagination controls <p>When using a screen reader, pressing the focusable information icon in the search results filter activates a different button</p> <p>In Safari, it's not possible to activate all the controls in the Aspire Journeys Before you Begin video</p>
2.1.2 No Keyboard Trap	Supports	
2.2.1 Timing Adjustable	Partially Supports	Video player Next Up message automatically disappears after a timeout

Criteria	Conformance Level	Remarks and Explanations
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	Partially Supports	The titles of the Skills, Contact Support, Account Information, Certifications, Corporate Policy Acceptance, Aspire Journeys pages are not specific
2.4.3 Focus Order	Partially Supports	Focus order is not always correct within tables on the Activity page Custom banner images receive focus while tabbing Focus may not go to the obvious place after some user actions or page transitions
2.4.4 Link Purpose (In Context)	Supports	
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Partially Supports	On the Password screen, editing the login name field causes a jump back to previous screen
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Supports	
4.1.1 Parsing	Supports	

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value	Partially Supports	<p>Book index links are exposed as buttons, and Resource Print buttons are exposed as links</p> <p>The roles and states of some controls are not effectively exposed to all assistive technologies</p> <p>The names of some controls are not correctly exposed to assistive technologies</p> <p>In the Secure Your Account dialog autocomplete messages are not always exposed to assistive technologies</p> <p>In Live Events, the event start notification is not exposed to assistive technologies</p> <p>In the Live Course calendar, field error messages are not announced by screen readers when they occur</p> <p>On the login page the navigation role is applied to the wrong element</p> <p>Book index definitions do not have the correct role</p> <p>The footnote area in Books has an invalid role</p> <p>Text on the Browse Library card in the home page carousel is not exposed to assistive technologies</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Supports	
1.2.5 Audio Description (Prerecorded)	Supports	
1.4.3 Contrast (Minimum)	Partially Supports	Placeholder text in the Live Course calendar has insufficient contrast
1.4.4 Resize text	Partially Supports	<p>When the page is zoomed to 200% at small screen sizes, on some pages some content is only partially displayed or is missing</p> <p>When the page is zoomed to 200% at small screen sizes, some options in the My Profile menu may not be operable</p>
1.4.5 Images of Text	Supports	
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Partially Supports	<p>In Safari, focus is sometimes not visible in the Before you Begin dialog in Aspire Journeys and within tab bars</p> <p>In Chrome, focus is not always visible within course resource lists</p> <p>Focus order is not always visible within tables on the Activity page</p> <p>Some user actions cause the focus indicator to temporarily disappear</p> <p>The focus indicator is inadequate in a few places</p>

Criteria	Conformance Level	Remarks and Explanations
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	

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Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Refer to WCAG 2.0 1.1.1, 1.3.1, 1.3.2, 2.1.1, 2.1.4, 2.4.3, 4.1.2
302.2 With Limited Vision	Partially Supports	Refer to WCAG 2.0 1.4.3, 1.4.4
302.3 Without Perception of Color	Partially Supports	Refer to WCAG 2.0 1.4.3
302.4 Without Hearing	Partially Supports	Refer to WCAG 2.0 1.2.2
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	Refer to WCAG 2.0 2.1.1, 2.1.4, 2.4.3, 2.4.7
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Refer to WCAG 2.0 2.2.1

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Not Applicable	Entirely web-based software.
602.3 Electronic Support Documentation	Not Applicable	Help is not covered by this VPAT – see Product Description section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support documentation is provided in electronic formats.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Entirely web-based software.
603.3 Accommodation of Communication Needs	Supports	Support via telephone and email.

Legal Disclaimer

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.