Skillsoft Accessibility Conformance Report

WCAG 2.2 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version

Percipio Learner Platform (web application) October 2024

Report Date

25 October 2024

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); Conversation AI Simulator (CAISY).

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

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

- o 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.
- o Leadercamp and Tech & Dev Bootcamp Live Courses (presented using Zoom, accessibility information available here: https://zoom.us/accessibility)
- o Leadercamp Practice Assets (PDFs) and Tech & Dev Bootcamp Replay courses and Resources
- o Specific Localized (non-English) Content Collections (details available on request)
- o Customer's own content and customized Percipio courses

- ELSA (Embedded Learning Synchronized Assistant)
- Career Journeys
- Skillsoft Percipio ILT Link
- Pendo User Guides
- Codecademy content hosted on Codecademy.com (separate VPAT available)
- Compliance courses on Percipio LP (separate VPAT available)
- Skillsoft Coaching (separate VPAT available)
- Percipio Compliance 1.0 (separate VPATs 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 WCAG 2.2 (A and AA) accessibility standards. Many non-conformances are scheduled for imminent remediation. For further information see the [Skillsoft website accessibility page](#).

Evaluation Methods Used

Full manual audit of all functionality in the following environment:

- Desktop browsers: Chrome 128 and Firefox 129 on Windows 11, Safari 17.6 on MacOS 14.6
- Assistive technologies: JAWS 2024, NVDA 2024, 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 standards/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.2	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 only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Partially Supports	Books are third party licensed content for which the providers do not always provide text equivalents for images. Almost all other images used in Percipio have appropriate text alternatives, with the following exceptions: • A small number of asset thumbnail images include text and in some of these the text alternatives do not include all of the text. • Text equivalents for some Digital Badges do not include all of the badge text. • In some MIT certificates of completion the Skillsoft and MIT logos lack text alternatives. • In the mentor chat feature, emojis aren't read by screen readers.
1.2.1 Audio-only and Video-only (Prerecorded)	Partially Supports	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.
1.2.2 Captions (Prerecorded)	Supports	All Percipio video assets contain closed captions.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	All Percipio video assets contain audio description which can be turned on or of by the user. All assets come with full transcripts.
1.3.1 Info and Relationships	Partially Supports	Heading and list markup is applied correctly and consistently throughout Percipio with the following few exceptions:

Criteria	Conformance Level	Remarks and Explanations
		• There are two pages where some heading levels are incorrect. • In books with multiple sections the list structure of the table of contents may be incorrect.
1.3.2 Meaningful Sequence	Partially Supports	All information on all pages is presented in a logical reading sequence with a single exception: • On Certification Path pages, some content comes before the page's title.
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially Supports	There is a single instance of color alone being used to convey meaning: • Unmet password requirements on the self registration page.
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially Supports	All functionality can be operated using the keyboard with the following exceptions: • The Notes & Highlights function in books is not keyboard accessible. • On the live course details page time fields are not keyboard accessible. • Profile photos can't be repositioned using the keyboard.
2.1.2 No Keyboard Trap	Supports	
2.1.4 Character Key Shortcuts	Supports	
2.2.1 Timing Adjustable	Partially Supports	There are very few non-adjustable time constrained events in Percipio with the exception of the following:

Criteria	Conformance Level	Remarks and Explanations
		• Some pop-up feedback notifications disappear without user control. • In CAISY and the AI Assistant, the speech input stops recording after a period of no speech, without the user being able to control the timeout period.
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	Keyboard focus order is logical on all Percipio pages with the following exceptions: • In the mentor chat function, some non-interactive content is focusable. • In the audiobook sharing dialog, selecting the email option causes focus to jump to the dialog's Close button. • When zoomed, the left hand site navigation opens in a dialog but doesn't receive focus. Some user actions cause focus to jump to the top of the page: • Showing more content in My Learning Assignments or the bookshelf. • Clearing the search field on the Programs page, removing search filters in the bookshelf or making a bookshelf search that returns no results.
2.4.4 Link Purpose (In Context)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures	Supports	
2.5.2 Pointer Cancellation	Supports	
2.5.3 Label in Name	Partially Supports	All field names match their visible text labels except for one - the Certification Badge URL field in the External Learning Add Certification Badge dialog.
2.5.4 Motion Actuation	Supports	
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.2.6 Consistent Help	Supports	
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Supports	
3.3.7 Redundant Entry	Supports	
4.1.2 Name, Role, Value	Partially Supports	All controls throughout Percipio have appropriate accessible names and descriptions with the following exceptions: • Earn Certification and Expand buttons on Certification Path pages. • Email Us fields in the mentor chat. • The Minutes Per Week radio button group in learning goals. • The CAISY 'choose avatar' dialog. All controls throughout Percipio have appropriate roles with the following exceptions: • The Email Us progress bar in the mentor chat.

Criteria	Conformance Level	Remarks and Explanations
		• In some tables some screen readers don't identify links or buttons. All controls throughout Percipio convey their state with the following exception: • Disabled controls in the mentor chat.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Supports	
1.2.5 Audio Description (Prerecorded)	Supports	
1.3.4 Orientation	Supports	
1.3.5 Identify Input Purpose	Supports	
1.4.3 Contrast (Minimum)	Supports	
1.4.4 Resize text	Partially Supports	All content is fully visible and operable when zooming up to 200% on desktop or laptop sized screens with the following exceptions: • The titles and descriptions in the featured items banner on the home page become truncated. • Some text is removed from the banner on channel pages. • Some dialog content cannot be scrolled into view using the keyboard. • When tabbing through assets on the home page at higher zoom levels the left edge may become cut off.

Criteria	Conformance Level	Remarks and Explanations
		• The Live course calendar filter doesn't work correctly with keyboard. • Zooming while in a course test may reset the text to question 1.
1.4.5 Images of Text	Partially Supports	Approximately 100 of the nearly 100,000 assets in Percipio (0.1%) have thumbnail images containing images of text. These are being remediated. ITIL course tests contain a copyright notice which is an image of text.
1.4.10 Reflow	Partially Supports	Percipio has a fully responsive design so content is viewable, operable, and readable without horizontal scrolling at a screen width down to 320px, but there are a few places where some information or controls are still missing or cannot be scrolled into view at this width: • Some asset cards on Collections pages. • Some radio buttons in the course evaluation. • Some controls and information in the course video player. • Content of some dialogs. • Some functionality in Skill Benchmarks. The greeting message and the full titles and descriptions of featured items on the home page.
1.4.11 Non-text Contrast	Supports	
1.4.12 Text Spacing	Supports	
1.4.13 Content on Hover or Focus	Supports	
2.4.5 Multiple Ways	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Supports	
2.4.11 Focus Not Obscured (Minimum)	Supports	Focus is always fully visible except for one instance - when the AI Assistant is in its collapsed state controls within it still receive focus.
2.5.7 Dragging Movements	Supports	
2.5.8 Target Size (Minimum)	Supports	
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	
3.3.8 Accessible Authentication (Minimum)	Supports	
4.1.3 Status Messages	Partially Supports	All status messages are presented to assistive technologies without receiving focus, with the following exceptions: • Unmet password requirements on the self registration page. • Feedback after enrolling or unenrolling from a program. • Content warning notification after changing language.

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.