

Skillsoft Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version

Skillsoft Coaching (English only) 02 Dec 2022

Report Date

02 Dec 2022

Product Description

This VPAT covers Skillsoft Coaching for Clients only.

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

- Zoom or other virtual meeting technology that may be used in Coaching sessions, including Skillsoft Coaching’s video conferencing technology. Zoom accessibility information is available here: <https://zoom.us/accessibility>
- Skillsoft Coaching in a language other than English
- Supplemental Resources
- Enterprise Dashboard (Admin)

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 2.1 (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: Chrome 107 and Firefox 107 on Windows 11, Safari 16 on MacOS 12.6
- Assistive technologies: JAWS 2022, NVDA 2022, 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	Not Applicable	
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	
1.2.2 Captions (Prerecorded)	Does not Support	The introductory video does not have captions
1.2.3 Audio Description or Media Alternative (Prerecorded)	Does not Support	The introductory video does not have audio description
1.3.1 Info and Relationships	Partially Supports	<p>In some places heading markup is missing or incorrect. Found in:</p> <ul style="list-style-type: none"> • Feedback Assessment pages • Coaching Plan • 360 Feedback Overview page <p>In some places list markup is missing or incorrect. Found in:</p> <ul style="list-style-type: none"> • Post Experience Assessment questions • Guidance and FAQ: Setting the Stage steps <p>The Coaching Plan Manager comment form region and list markup is incorrect</p> <p>In Session Notes, the Edit Notes and See Full Notes buttons should remain on screen and be exposed in reverse order</p>
1.3.2 Meaningful Sequence	Partially Supports	<p>In Assessment Results:</p> <ul style="list-style-type: none"> • Comments are not read by screen readers • Results values are not read coherently by screen readers

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Results are not marked up as lists <p>In Schedule Session, some unnecessary content may be read by screen readers</p>
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially Supports	The currently selected step on the Onboarding page is only indicated visually by use of color
1.4.2 Audio Control	Not Applicable	
2.1.1 Keyboard	Partially Supports	Information icons on the Feedback Assessment pages are not reachable with the keyboard
2.1.2 No Keyboard Trap	Supports	
2.1.4 Character Key Shortcuts (2.1)	Not Applicable	
2.2.1 Timing Adjustable	Does Not Support	User cannot turn off, adjust, or extend 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	<p>In some places, focus order is not correct. Found in:</p> <ul style="list-style-type: none"> Self-assessment and Request Feedback Feedback Assessment pages Schedule Session when selecting Previous/Next Month buttons

Criteria	Conformance Level	Remarks and Explanations
		In some browsers, when the introductory video is played, focus is moved to the top of the page
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	
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	<p>The roles and states of some controls are not effectively exposed to all assistive technologies, found in:</p> <ul style="list-style-type: none"> • The Onboarding Warning task indicator • Feedback Assessment: Additional Questions answer slider controls • Message Button and Menu • Notifications: More Options menus • Self-assessment: Answer slider values

Criteria	Conformance Level	Remarks and Explanations
		<p>In the Post Experience Assessment, questions are announced twice by screen readers</p> <p>The 'Chat with an Expert' button is not disabled when agent is unavailable</p> <p>In Goal Achievement, the question radio button grouping is not correct</p> <p>In Feedback Assessment the slider control and the Completion dialogs have no names</p> <p>In Feedback Assessment the Comments field label is not associated with the field</p> <p>Notifications pop-up should be coded as a modal dialog</p> <p>Self-assessment Info toggletips do not work correctly with screen readers</p> <p>The introductory video does not have an accessible name</p> <p>In some browsers, some introductory video player controls have no names</p>

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	
1.2.5 Audio Description (Prerecorded)	Not Applicable	
1.3.4 Orientation (2.1)	Supports	

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (2.1)	Supports	
1.4.3 Contrast (Minimum)	Partially Supports	The introductory video scrubber lacks sufficient contrast in some browsers
1.4.4 Resize text	Does not Support	Content can become obscured when zooming and at small window sizes. It is planned to address this in future builds
1.4.5 Images of Text	Supports	
1.4.10 Reflow (2.1)	Does not Support	Content can become obscured when zooming and at small window sizes. It is planned to address this in future builds
1.4.11 Non-text Contrast (2.1)	Supports	
1.4.12 Text Spacing (2.1)	Supports	
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	The Chat with an Expert Dialog has incorrect name
2.4.7 Focus Visible	Partially Supports	In Safari, focus is insufficient on the introductory video player controls
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	

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	
4.1.3 Status Messages (2.1)	Partially Supports	Some status messages are not read by screen readers when they appear: <ul style="list-style-type: none"> • Error messages for required questions in Goal Achievement • Coaching Plan Manager feedback message

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.