Skillsoft Accessibility Conformance Report

WCAG 2.2 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version

Skillsoft Coaching (English only) August 2024

Report Date

31 August 2024

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 2.2 (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 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 2.2Success 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	One issue. In Coach Pairing the information pop-up for Favorites is not read by screen readers.
1.2.1 Audio-only and Video-only (Prerecorded)		
1.2.2 Captions (Prerecorded)	Does not Support	The introductory video does not have captions but it is due to be removed.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Does not Support	The introductory video does not have audio description or transcript but it is due to be removed.
1.3.1 Info and Relationships	Supports	
1.3.2 Meaningful Sequence	Supports	
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Supports	
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Supports	
2.1.2 No Keyboard Trap	Supports	
2.1.4 Character Key Shortcuts	Supports	
2.2.1 Timing Adjustable	Does not Support	Notification popups disappear after a time without user control.
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	

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order	Partially Supports	There are three instances where user actions cause focus to be inappropriately reset to the top of the page.
2.4.4 Link Purpose (In Context)	Supports	
2.5.1 Pointer Gestures	Supports	
2.5.2 Pointer Cancellation	Supports	
2.5.3 Label in Name	Supports	
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		
3.3.7 Redundant Entry		
4.1.2 Name, Role, Value	Partially Supports	The introductory video has no accessible name but it is due to be removed.

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)	Does not Support	The introductory video does not have audio description but it is due to be removed.

Criteria	Conformance Level	Remarks and Explanations
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	There are some pages where content becomes obscured, truncated, or cannot be scrolled using the keyboard at higher zoom levels. We are working towards a fully responsive design that will address all of these issues in future builds.
1.4.5 Images of Text	Supports	
1.4.10 Reflow	Partially Supports	There are some pages where content becomes obscured, truncated, or missing at 320px width. We are working towards a fully responsive design that will address all of these issues in future builds.
1.4.11 Non-text Contrast	Supports	
1.4.12 Text Spacing	Partially Supports	One issue. On the Request 360 Feedback page, contents of text fields may not fit into the field when character spacing is increased.
1.4.13 Content on Hover or Focus	Supports	
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Partially Supports	One issue. On the Schedule Session page the Previous Month and Next Month buttons in the date picker do not highlight on focus.
2.4.11 Focus Not Obscured (Minimum)	Partially Supports	One issue. When tabbing backwards on the Coach Pairing page, focused controls do not scroll into view.
2.5.7 Dragging Movements	Supports	

Criteria	Conformance Level	Remarks and Explanations
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	On the Schedule Session page screen readers do not announce changes in the number of sessions the user can schedule. On the Track your Achievements page form input error messages are not read by screen readers.

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.