

Skillsoft Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version

Individual Videos on Skillport 8i

Product Description

Web application

Date

09 Jan 2019

Contact information

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Notes

For Skillsoft web-based eLearning products, the following sections are applicable:

- Chapter 3: Functional Performance Criteria (FPC)
- WCAG 2.0 Level A and AA Guidelines
- Chapter 6: Support Documentation and Services

This VPAT has been verified using JAWS 2018 in IE11 on Windows. The accessibility experience with other screen readers and browsers may vary.

Exclusions: This VPAT does not cover the following functions within the Books player:

- Community Comments: The dialog that appears when the user clicks on the Community Comments button in the toolbar
- Help and Citation: The pop-up menus and dialogs that appear when the user clicks on the Help or Citation links in the footer area.
- Learning Plan set selection: The dialog that appears when the user selects Existing Set or New Set then clicks on the Select button in the Save To Learning Plan dialog. This functionality is available and accessible outside of the Books video player in Skillport at the point where the video is opened or the video details are viewed.

Evaluation Methods Used

The following applications were used to support a manual assessment process:

- Desktop browsers: Internet Explorer 11, Firefox 61+
- Assistive technologies: JAWS 2018, NVDA18, Windows High Contrast Mode
- Accessibility testing tools: aXe, Colour Contrast Analyzer, Web Developer Toolbar, 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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A Level AA
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	Yes
Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	

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:

- 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

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)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded)	Partially Supports	Audio description (AD) is supported for some videos, but not all. Leadership Development Channel videos have AD as required. Other videos do not have AD when presented as standalone videos. However, when such videos are accessed in Skillssoft self-paced courses, AD is presented as required.
1.3.1 Info and Relationships	Partially Supports	The video player has an empty heading. When dialogs open, screen readers do not inform the user. Screen readers may not read notes containing only numbers. The Share dialog has no heading structure.
1.3.2 Meaningful Sequence	Partially Supports	It is possible to read past the end of the tip pop-ups in the Share dialog, onto the page behind.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially Supports	In the Share dialog, the Send Email link is distinguished from text by color alone.
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially Supports	Some graphical button tooltips do not appear on keyboard focus. For videos without 'back cover' information, it is not possible to access the speaker biography in the Info dialog using the keyboard.
2.1.2 No Keyboard Trap	Supports	
2.2.1 Timing Adjustable	Not Applicable	
2.2.2 Pause, Stop, Hide	Not Applicable	
2.3.1 Three Flashes or Below Threshold	Not Applicable	
2.4.1 Bypass Blocks	Supports	
2.4.2 Page Titled	Supports	
2.4.3 Focus Order (Level A)	Partially Supports	When searching within video content, if no hits are returned focus is moved to the top of the page. In the video information dialog, focus may get stuck when tabbing backwards. When the Share dialog is closed using the Close button, focus may jump to the top of the page. It is possible to tab out of the tip pop-ups in the Share dialog.
2.4.4 Link Purpose (In Context)	Partially Supports	The meaning of some links could perhaps be clearer: <ul style="list-style-type: none"> • 'Edit', 'Remove' and 'Comment' within Notes • 'Send Email' in the Share dialog

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Partially Supports	Removing a note causes focus to shift to the top of the page.
3.3.1 Error Identification	Not Applicable	
3.3.2 Labels or Instructions	Partially Supports	Screen readers may not read the session timeout dialog. Screen readers may not read the video loading error message. The Save To Learning Plan dialog title is not read until the user tabs into the first field.
4.1.1 Parsing	Supports	
4.1.2 Name, Role, Value	Partially Supports	When searching in a video, screen readers may not correctly read the state of the highlight button in the search results. The state of the Full Screen toggle button is not reliably conveyed to assistive technologies. The state of the Captions button in the video player is not reliably read by browser/AT combinations due to poor support for aria-pressed. The Share dialog is not exposed as a dialog. In the Share dialog field labels have the incorrect role of textbox.

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)	Partially Supports	Some videos do not have Audio Description, see 1.2.3.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum)	Supports	
1.4.4 Resize text	Supports	
1.4.5 Images of Text	Supports	
2.4.5 Multiple Ways	Not Applicable	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Partially Supports	Some actions cause the focus indicator to disappear. The focus indicator does not show on the Captions button during Live Events.
3.1.2 Language of Parts	Not Applicable	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Not Applicable	
3.3.4 Error Prevention (Legal, Financial, Data)	Not Applicable	

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Refer to WCAG 2.0 1.2.3, 1.2.5, 1.3.1, 1.3.2, 2.1.1, 2.4.3, 2.4.4, 3.2.2, 4.1.2
302.2 With Limited Vision	Partially supports	In Windows High Contrast Mode, some things may not be sufficiently visible: <ul style="list-style-type: none">• Toolbar buttons and some other icon buttons have low contrast against the background.• Window close and maximize buttons are not visible, although tooltips appear on keyboard and mouse focus. Also, refer to WCAG 2.0 3.2.2
302.3 Without Perception of Color	Partially supports	Refer to WCAG 2.0 1.4.1
302.4 Without Hearing	Supports	
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, 2.4.3, 2.4.7, 3.2.2
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: Individual Videos on Skillport 8i is not a hardware product.

Chapter 5: Software

Notes: Individual Videos on Skillport 8i is a web-based application, not a software product.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All support documentation is online.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	End users have 24x7x365 access to customer support via email, phone, chat, and web form case submission.

Legal Disclaimer (Company)

Skillsoft endeavours 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 endeavours, so we urge users to share their insights and experiences on these topics, via the contact provided above.