

# Skillsoft Accessibility Conformance Report

## Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

### Name of Product/Version

Percipio Learner Platform (release version 15<sup>th</sup> June 2019)

### 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)
- Percipio Content:
  - TestPreps and Practice Labs (separate VPATs pending)
  - Add-on Partner Content Collections, e.g. WintellectNow, MITxPRO
  - Specific Localized Content Collections (details available on request)
  - Customer's own Custom content
- ELSA (Embedded Learning Synchronized Assistant)
- Percipio-Compliance (separate VPAT pending)
- Percipio Mobile (separate VPAT pending)

## Date

20th June 2019

## Contact information

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## 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: Internet Explorer 11, Firefox 58 on Window 10, Safari 12.1 on MacOS 10.14
- Assistive technologies: JAWS 2019, NVDA 2019, Voiceover, Dragon Naturally Speaking, Windows High Contrast Mode
- Accessibility testing tools: aXe, Color 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 <a href="https://www.w3.org/TR/WCAG20/">https://www.w3.org/TR/WCAG20/</a>	Level A & AA
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on 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:

- 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	Partially Supports	Books images do not have alt attributes In course tests, some images lack text alternatives
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	
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	
1.3.1 Info and Relationships	Partially Supports	Within some book content, lists may not be presented using list markup The "Next up" message which appears when a video is finished is not correctly structured Course test ranking questions use unordered, not ordered lists In the My Profile menu, NVDA announces each item as "1 of 1"

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence	Partially Supports	<p>With a screen reader it is possible to arrow out of the 'larger view' pop-up for images in books and course tests onto the page behind</p> <p>On the Home page, the card titles are not read by screen readers while browsing the page</p> <p>In course test multiple choice questions, not all the details of the results are read by screen readers</p> <p>In search results, some hidden content may be read</p> <p>In the Ask a Mentor dialog, the close button is in the wrong place in the reading order</p>
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Supports	
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially Supports	<p>With a screen reader, pressing ENTER fails to activate Action menus or Like/Unlike buttons</p> <p>It is not possible to arrow through the Assignments and Playlist pages in NVDA/Firefox</p> <p>In course test multiple choice questions, arrowing through radio buttons using Safari on MacOS does not wrap from last to first</p> <p>Book content listings scroll randomly while arrowing</p> <p>The video player has some keyboard issues:</p> <ul style="list-style-type: none"> <li>• Pressing ENTER on the seek bar activates Play/Pause</li> <li>• Activating Full Screen mode using the keyboard leaves the banner still visible and pressing ESC to exit Full Screen leaves the Settings menu open</li> <li>• Pressing SPACE does not select the Autoplay menu option in Firefox</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>The Next button tooltip does not appear on keyboard focus</li> </ul>
2.1.2 No Keyboard Trap	Supports	
2.1.4 Character Key Shortcuts	Partially Supports	The video player keyboard shortcuts cannot be turned off or remapped to include modifier keys
2.2.1 Timing Adjustable	Partially Supports	Some pop-up feedback messages automatically disappear after a 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 Safari on MacOS, some interactive elements don't receive focus</p> <p>In the video player, the Volume control does not receive focus when tabbing backwards</p> <p>Using JAWS in IE11, on the Search Results page in the filter panel, the 'All' filter button receives focus twice</p> <p>Some non-interactive elements receive focus while tabbing</p> <p>Focus may not go to the obvious place after some user actions</p>
2.4.4 Link Purpose (In Context)	Partially Supports	Where links are repeated for each of multiple assets on a page, the link name may not include the asset title
3.1.1 Language of Page	Partially Supports	When the language is changed from the default English, the lang declaration is not updated
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Supports	
4.1.1 Parsing	Partially Supports	Some divs have invalid <i>aria-describedby</i> attributes
4.1.2 Name, Role, Value	Partially Supports	<p>Some buttons are exposed to assistive technologies (ATs) as links and some links are exposed as buttons</p> <p>The roles and states of some controls are not effectively exposed to all ATs</p> <p>The titles of some content objects are not effectively exposed to all ATs, e.g. assets, options in course test matching and ranking questions</p> <p>Some changes are not effectively exposed to all ATs, e.g. video position and volume, ranking test answer positions, search typeahead list content</p> <p>The focused card and selected filter in carousels and the video zoom state are not always exposed to assistive technologies</p> <p>Book index definitions do not have the correct role</p> <p>The <i>iframe</i> containing the book content has no title</p>

**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	
1.4.3 Contrast (Minimum)	Partially Supports	In the video settings menu the quality value has insufficient contrast against the background

Criteria	Conformance Level	Remarks and Explanations
		Video controls are overlaid against the video so may sometimes have insufficient contrast
1.4.4 Resize text	Partially Supports	When the page is zoomed to 200%, some content is only partially displayed or is missing
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	Some user actions cause the focus indicator to temporarily disappear The focus rectangle is inadequately displayed on asset cards with very long titles and in the video player control bar using Firefox The focus rectangle is inadequately displayed on some pages using Safari on MacOS
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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## Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Refer to WCAG 2.0 1.1.1, 1.3.1, 1.3.2, 2.1.1, 2.1.4, 2.4.3, 4.1.1, 4.1.2
302.2 With Limited Vision	Supports with Exceptions	Some elements do not display properly in Windows High Contrast Mode Also refer to WCAG 2.0 1.4.3, 1.4.4
302.3 Without Perception of Color	Supports with Exceptions	Refer to WCAG 2.0 1.4.3
302.4 Without Hearing	Supports with Exceptions	Refer to WCAG 2.0 1.2.2
302.5 With Limited Hearing	Supports with Exceptions	Refer to WCAG 2.0 1.2.2
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports with Exceptions	In the book player, the Adjust Font menu is not accessible to users of voice activation software Also 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	Supports with Exceptions	Refer to WCAG 2.0 2.2.1

## Chapter 6: Support Documentation and Services

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 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.