

Skillsoft Accessibility Conformance Report

WCAG Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version

Percipio Learner Platform (release version 106)

Report Date

3rd September 2020

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)
- Links to resources on Skillsoft.com
- Digital Badges presented by Accredible (separate VPAT pending)
- Percipio Content:
 - Practice Labs and TestPreps (VPATs supplied by Practice Labs Systems Ltd are available here:

- <https://cdn.practice-labs.com/resources/production/documents/vpat/vpat-practicelabs.pdf> and
- <https://cdn.practice-labs.com/resources/production/documents/vpat/vpat-examprep.pdf>)
- Leadercamp and Tech & Dev Bootcamp Live Events (presented using Zoom, accessibility information available here: <https://zoom.us/accessibility>)
- Leadercamp Practice Assets (PDFs)
- Perspectives 2020 Content collection
- Live Event Feedback Survey
- Next Tech Content Collection (VPAT supplied by Next Tech is available here: <https://github.com/nextdottech/accessibility>)
- Add-on Partner Content Collections, e.g. WintellectNow, MITxPRO
- Specific Localized (non-English) Content Collections (details available on request)
- Customer’s own content and customized Percipio courses
- ELSA (Embedded Learning Synchronized Assistant)
- Percipio-Compliance (separate VPAT pending)
- Percipio Mobile (separate VPAT pending)

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 Section 508/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 Section 508/VPAT 2.0 template are applicable (as specified in <https://section508.gov/applicable-508-standards-and-exceptions-chart>):

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

Evaluation Methods Used

Full manual audit of all functionality in the following environment:

- Desktop browsers: Internet Explorer 11 and Firefox 78 on Window 10, Safari 12.1 on MacOS 10.14
- Assistive technologies: JAWS 2020, NVDA 2020, Voiceover, Dragon Naturally Speaking, Windows High Contrast Mode
- 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
https://www.w3.org/TR/WCAG20/	Level A & AA
Revised Section 508 standards published January 18, 2017 and corrected 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

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 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Partially Supports	<p>Some images have no text alternatives:</p> <ul style="list-style-type: none"> • Images within books • Images within course tests • Some images in Bootcamp PDFs <p>Text alternatives for digital badges don't include all of the text content</p> <p>Some decorative images are exposed to assistive technologies:</p> <ul style="list-style-type: none"> • Search result thumbnails • In Bootcamp PDFs
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)	Partially Supports	Videos in Bootcamp collections do not have audio description
1.3.1 Info and Relationships	Partially Supports	<p>In a few places headings are not marked up</p> <p>In some places heading levels are not correct</p> <p>In some places list markup is missing or incorrect</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>In some books tabular data is not correctly marked up</p> <p>In some Bootcamp and Live Event PDFs tabular data is not correctly marked up</p> <p>In some Job Aids tabular data is not correctly marked up</p>
1.3.2 Meaningful Sequence		<p>On the Home page card titles are not read by screen readers while browsing the page</p> <p>In search results, asset titles may be read after the asset type or not at all</p> <p>In a Live Events and some PDFs, reading order is incorrect</p> <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>Live announcements sometimes persist within the page content</p>
1.3.3 Sensory Characteristics	Partially Supports	There are some instances in Bootcamp PDFs where visual presentation is relied on to present meaning
1.4.1 Use of Color	Partially Supports	Some links or buttons in the login area are not sufficiently distinguished from text
1.4.2 Audio Control	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard	Partially Supports	<p>In the Forgot Password and Email Sent dialogs, Cancel buttons cannot be activated using Spacebar</p> <p>In the Browse Library menu, it is sometimes not possible to bring some options into view using the keyboard</p> <p>On the Contact Support page the pop-up containing the full text of the statement cannot be opened using the keyboard</p> <p>In the video player activating Full Screen mode using the keyboard leaves the banner still visible</p>
2.1.2 No Keyboard Trap	Supports	
2.2.1 Timing Adjustable	Partially Supports	Video player Next Up message automatically disappears after a timeout
2.2.2 Pause, Stop, Hide	Partially Supports	When a Live Event is launched the intro video cannot be paused or stopped and audio cannot be muted
2.3.1 Three Flashes or Below Threshold	Supports	
2.4.1 Bypass Blocks	Supports	
2.4.2 Page Titled	Partially Supports	The titles of the Skills, Contact Support, Account Information, and Corporate Policy Acceptance pages are incorrect

Criteria	Conformance Level	Remarks and Explanations
		Bootcamp and Certificate of Completion PDFs lack titles
2.4.3 Focus Order	Partially Supports	Some non-interactive elements receive focus while tabbing Focus may not go to the obvious place after some user actions
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	Course resources opened in a new tab have no lang attribute
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	On the Password screen, editing the login name field causes a jump back to previous screen
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Supports	
4.1.1 Parsing	Partially Supports	Aspire Journeys overview video has aria-describedby attribute with no matching ID
4.1.2 Name, Role, Value	Partially Supports	Some buttons are exposed to assistive technologies as links and some links are exposed as buttons The roles and states of some controls are not effectively exposed to all assistive technologies

Criteria	Conformance Level	Remarks and Explanations
		<p>The names of some controls are not correctly exposed to assistive technologies</p> <p>On the Skills page a status message is incorrectly exposed to assistive technologies</p> <p>In the Secure Your Account dialog autocomplete messages are not always exposed to assistive technologies</p> <p>In Live Events, the event start notification is not exposed to assistive technologies</p> <p>The focused card and selected filter in carousels and the video zoom state are not always exposed to assistive technologies</p> <p>On the login page the navigation role is applied to the wrong element</p> <p>Book index definitions do not have the correct role</p> <p>The footnote area in books has an invalid role</p> <p>In the Change Email Address dialog the description exposed to assistive technologies contains spurious content</p> <p>Text on the Browse Library card in the home page carousel is not exposed to assistive technologies</p> <p>Ellipses in asset descriptions in search results are not exposed to assistive technologies</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>In some PDFs, some text content is not exposed to all assistive technologies</p> <p>In some technologies PDFs, hidden content is exposed to assistive technologies</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)	Partially Supports	Videos in Bootcamp collections do not have audio description
1.3.5 Identify Input Purpose (2.1)	Partially Supports	Text fields on some screens do not expose their purpose to assistive technologies
1.4.3 Contrast (Minimum)	Partially Supports	<p>Books are third party licensed content in which some text may have poor contrast</p> <p>In Bootcamp PDFs some text may have poor contrast</p> <p>On the Bootcamp and Leadercamp registration page the Powered by Qualtrics links has insufficient contrast</p>
1.4.4 Resize text	Partially Supports	<p>When the page is zoomed to 200%, some content is only partially displayed or is missing</p> <p>Resizing a book page causes a jump to the previous page</p>

Criteria	Conformance Level	Remarks and Explanations
		On the Bootcamp and Leadercamp registration pages mobile zooming is disabled
1.4.5 Images of Text	Partially Supports	Images are used for some text in Bootcamp PDFs
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 indicator is inadequate in a few places
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	

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	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	Partially supports	When using Windows High Contrast Mode some things do not display correctly In some places focus highlighting is insufficient in Windows High Contrast Mode

Criteria	Conformance Level	Remarks and Explanations
		Also refer to WCAG 2.0 1.4.3, 1.4.4
302.3 Without Perception of Color	Partially supports	Refer to WCAG 2.0 1.4.3
302.4 Without Hearing	Partially supports	Refer to WCAG 2.0 1.2.2
302.5 With Limited Hearing	Partially supports	Refer to WCAG 2.0 1.2.2
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially supports	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	Partially supports	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

Criteria	Conformance Level	Remarks and Explanations
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 (Company)

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.