Skillsoft Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

Percipio Learner Platform (web application) 08 Dec 2023

Report Date:

08 Dec 2023

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); Conversation AI Simulator (CAISY).

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:

  - Partner Content packages:

- Skillsoft makes additional Partner content packages available for customers to license. Skillsoft also includes some Partner content packages in our stock collections which customers may choose to make available to their users. Skillsoft makes no accessibility claims for any of the content contained within these Partner content packages and they are not covered by the Skillsoft VPATs. Information on Partner content packages is available here: https://documentation.skillsoft.com/en_us/percipio/Content/A_Administrator/percipio_accessibility.htm. To confirm Partner content packages, please contact your Account Manager.
  - Skillsoft-family content packages:
    - Skillsoft includes Skillsoft-family content packages content packages in our stock collections which customers may choose to make available to their users, such as Global Knowledge 'on demand' courses and Global Knowledge Instructor Led Training (ILT) classes. Skillsoft makes no accessibility claims for any of the content contained within these Skillsoft-family content packages and they are not covered by the Skillsoft VPATs. Information on Skillsoft-family content packages is available here: https://documentation.skillsoft.com/en_us/percipio/Content/A_Administrator/percipio_accessibility.htm. To confirm Skillsoft-family content packages, please contact your Account Manager.
  - Leadercamp and Tech & Dev Bootcamp Live Courses (presented using Zoom, accessibility information available here: https://zoom.us/accessibility)
  - Leadercamp Practice Assets (PDFs) and Tech & Dev Bootcamp Replay courses and Resources
  - Specific Localized (non-English) Content Collections (details available on request)
  - Customer's own content and customized Percipio courses
- ELSA (Embedded Learning Synchronized Assistant)
- Career Journeys
- Skillsoft Percipio ILT Link
- Pendo User Guides
- Codecademy content hosted on Codecademy.com (additional VPAT available)
- Compliance courses on Percipio LP/Compliance 2.0 (additional VPAT available)
- Skillsoft Coaching (separate VPAT available)
- Percipio-Compliance (separate VPATs available)
- Percipio Mobile App (separate VPAT available)

- Using Microsoft Teams to access Percipio

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.

For Skillsoft web-based eLearning products on Percipio, the following sections of the VPAT 2.1 template are applicable (as specified in https://section508.gov/applicable-508-standards-and-exceptions-chart):

- WCAG 2.1 Level A and AA Guidelines

Evaluation Methods Used:

Full manual audit of all functionality in the following environment:

- Desktop browsers: Chrome 117 and Firefox 118 on Windows 11, Safari 16 on MacOS 12.6
- Assistive technologies: JAWS 2023, NVDA 2023, 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 and 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 2.1 Report

Note: When reporting on conformance with the WCAG 2.x 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Books are third party licensed content for which the providers do not always provide text equivalents for images In some cases, the text equivalents for Digital Badges do not include all of the badge text In some cases, the text equivalents for asset card images do not include all of the card text In My Learning Goals, some graphical information relating to status is not fully exposed to screen readers
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	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) (Level A)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	
1.3.1 Info and Relationships (Level A)	Partially Supports	In a few places heading markup is missing or incorrect In a few places list markup is missing or incorrect In Leaderboards: • Grid cell contents are not exposed correctly to screen readers • Row headers are not marked up
1.3.2 Meaningful Sequence (Level A)	Partially Supports	The reading order on some asset cards is not correct Certificate of Completion not read correctly by screen reader

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Partially Supports	Status of password requirements on the Create your Password page is conveyed using only color
1.4.2 Audio Control (Level A)	Supports	
2.1.1 Keyboard (Level A)	Partially Supports	Video caption feedback dialog is not keyboard accessible Search jump links don't always activate when a screen reader is running (a second Enter or Space key press is required to activate the link.) When in a video is full screen, Captions and Settings menus can't be closed using Esc key Book Notes & Highlights function is not keyboard accessible On the Live course details page, time fields are not keyboard accessible
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	
2.2.1 Timing Adjustable (Level A)	Partially Supports	Users are unable to control the time for which some notifications display
2.2.2 Pause, Stop, Hide (Level A)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	My Profile page titles are sometimes incorrect
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Partially Supports	Formatting instructions are not provided for keyboard users inputting into the Schedule Learning Time 'Start Time' field

4.1.1 Parsing (Level A)
    WCAG 2.0 and 2.1 – Always answer 'Supports'
    WCAG 2.2 (obsolete and removed) - Does not apply
	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

4.1.2 Name, Role, Value (Level A)	Partially Supports	In the Add External Learning dialog, date field format instructions aren't read by screen readers In My Profile, the current selection in left navigation is not indicated to assistive technologies Give Feedback text fields have the wrong role In Library and Certifications root pages, sometimes 'All Subjects' has an incorrect role The Library panel has an incorrect role of Menu In the Library panel, some headings are incorrectly exposed as links On the Leaderboard page, the Leadership Information dialog and the Privacy Settings link do not have correct names The Email Mentor dialog has an incorrect description

Criteria	Conformance Level	Remarks and Explanations
		The CAISY Welcome dialog is missing a role and name
		The CAISY scenario settings current values aren't read by screen readers
		On the Live course details page, the Language field has no name or value
		In My Learning Goals the learning minutes per week radio buttons have an incorrect role

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	The CAISY Restart Scenario and End Scenario buttons have insufficient contrast In Detailed benchmark results, some text fails color contrast
1.4.4 Resize text (Level AA)	Partially Supports	At 200% zoom on a laptop size screen: • The Live course calendar filter functionality doesn't work correctly with keyboard • Library panel buttons and links aren't visually distinguishable • Search filter functionality doesn't work with the keyboard • Some dialog content cannot be scrolled into view

Criteria	Conformance Level	Remarks and Explanations
		using the keyboard
		• CAISY functionality doesn't fully work
		The Mentor Not Available dialog opens at the same magnification regardless of the browser zoom setting
[1.4.5 Images of Text](#) (Level AA)	Partially Supports	Some Asset card thumbnails contain images of text rather than text
[1.4.10 Reflow](#) (Level AA 2.1 and 2.2)	Partially Supports	Collections page carousel cards aren't readable at 320px width without scrolling
[1.4.11 Non-text Contrast](#) (Level AA 2.1 and 2.2)	Partially Supports	The Library panel focus highlight has insufficient contrast Video player toggle buttons have insufficient contrast
[1.4.12 Text Spacing](#) (Level AA 2.1 and 2.2)	Supports	
[1.4.13 Content on Hover or Focus](#) (Level AA 2.1 and 2.2)	Partially Supports	In the Course video player, some tooltips obscure content and cannot be dismissed without moving the mouse or tabbing, and tooltips disappear when mouse is moved
[2.4.5 Multiple Ways](#) (Level AA)	Supports	
[2.4.6 Headings and Labels](#) (Level AA)	Partially Supports	On the Leaderboard page, the list filtering menu has an incorrect name When sharing a link, the dialog displays two close buttons with the same name In Leaderboards, grid pagination and toggle switch confirmation buttons have misleading names PowerPoint Download buttons have incorrect names
[2.4.7 Focus Visible](#) (Level AA)	Partially Supports	In a few places, the focus indicator is inadequate or incomplete
[3.1.2 Language of Parts](#) (Level AA)	Supports	
[3.2.3 Consistent Navigation](#) (Level AA)	Supports	
[3.2.4 Consistent Identification](#) (Level AA)	Supports	
[3.3.3 Error Suggestion](#) (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
[3.3.4 Error Prevention (Legal, Financial, Data)](#) (Level AA)	Supports	
[4.1.3 Status Messages](#) (Level AA 2.1 and 2.2)	Partially Supports	Some status messages are not read by screen readers when they appear in: • Some loading messages • Met and unmet password requirements on the Create your Password page • Some error messages in the Secure Your Account dialog • Feeback alerts in the mentor chat dialog • Confirmation message in Give Feedback • A language (non-English) warning toast notification • CAISY Coaching AI Simulator • Profile Photo Upload error message • Unsaved Notes

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.