SkyPrep Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: SkyPrep LMS

Report Date: July 5th, 2023

Product Description: Web Application

Contact Information: accessibility@skyprep.com

Notes: The scope of this report only includes Learner views within the SkyPrep web application. SkyPrep is not responsible for the accessibility of user uploaded content or customizations done to the application by its users.

Evaluation Methods Used: Manual, Siteimprove Accessibility Checker

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	Level A (Yes) Level AA (Yes) Level AAA (No)
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

Tables 1 and 2 also document conformance with Revised Section 508:

- 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most non-text content includes a text alternative, however non-text content that is user uploaded will be identified as what the image is uploaded for, rather than a description of the image itself (e.g. Image for question)
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	SkyPrep does not natively contain audio or video content. Content may be uploaded by content authors who are the sole responsible for the accessibility of the content they upload. Uploaded video content can have closed captioning and a transcript auto-generated by SkyPrep (English only).
1.2.2 Captions (Prerecorded) (Level A)	Supports	SkyPrep does not natively contain audio or video content. Content may be uploaded by content authors who are the sole responsible for the accessibility of the content they upload. Audio content may be converted into video format before uploading, in order to have captions and transcript auto-generated by SkyPrep (English only).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	SkyPrep does not natively contain audio or video content. Content may be uploaded by content authors who are the sole responsible for the accessibility of the content they upload.
1.3.1 Info and Relationships (Level A)	Partially Supports	SkyPrep uses standard HTML and attributes. However, there are a few exceptions such as the date pickers and some form controls.
1.3.2 Meaningful Sequence (Level A)	Supports	The correct reading sequence is meaningful throughout the SkyPrep Learner views.
1.3.3 Sensory Characteristics (Level A)	Supports	SkyPrep does not present content that relies solely on sensory characteristics.
1.4.1 Use of Color (Level A)	Partially Supports	Most of the content available on SkyPrep does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, with the exception of: ▪ Some links are identified with only colors

Criteria	Conformance Level	Remarks and Explanations
		▪ A red dot is used to identify if the user has unread messages or notifications
1.4.2 Audio Control (Level A)	Supports	No audio or video content within SkyPrep plays automatically. All video content has an independent volume control and a play and pause mechanism. All audio content within the application has a play and pause mechanism, but no independent volume control.
2.1.1 Keyboard (Level A)	Partially Supports	Most of the content in the Learner view is operable through keyboard navigation, with the exception of: ▪ Gamification page in the navigation bar cannot be accessed using a keyboard ▪ Selection between Courses or Learning Paths tab in My Current Learning cannot be done by keyboard ▪ Sorting of the My Current Learning section cannot be done by keyboard ▪ Uploading of documents where it is Powered by Filestack cannot be done by keyboard (e.g. in the Certificate Upload section) ▪ X button in Search Bar for completed courses cannot be selected using a keyboard but input can be manually removed using backspace/delete key ▪ Uploaded audio/MP3 file controls is not operable using keyboard ▪ Knowledge Checks “Skip all for now option” cannot be selected by keyboard ▪ Sorting through Inbox section of the messaging page is not possible by keyboard ▪ SkyPrep Learner chatbot not operable by keyboard

Criteria	Conformance Level	Remarks and Explanations
		▪ SkyPrep Studio modules is not operable by keyboard
2.1.2 No Keyboard Trap (Level A)	Supports	All components that can be focused on using a keyboard can also be moved away from using a keyboard.
2.2.1 Timing Adjustable (Level A)	Supports	All timed content within SkyPrep is adjusted by the platform Admins at their discretion, including inactivity timeouts, timed PowerPoint slide or PDF page transitions, and course deadlines. Inactivity timeout set by the Admin will have a 5 minute warning before any user is logged out of the application. Course deadlines can be extended by the platform Admins.
2.2.2 Pause, Stop, Hide (Level A)	Supports	SkyPrep does not natively contain content that blinks, scrolls or auto-updates regularly. SkyPrep is not responsible for blinking or scrolling content uploaded by users. Regardless, user-uploaded videos do not play automatically and all have a play and pause mechanism. Though, user-uploaded animated images (such as GIFs), do not have a pause, stop or hide mechanism.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	SkyPrep does not natively contain content that flashes.
2.4.1 Bypass Blocks (Level A)	Partially Supports	SkyPrep integrates with UserWay accessibility widget which allows users to Skip to Main Content. The widget is a third-party application that can be enabled on any unique SkyPrep domain.
2.4.2 Page Titled (Level A)	Supports	All pages are titled
2.4.3 Focus Order (Level A)	Supports	Focusable components throughout the Learner view receive focus in a meaningful sequence.
2.4.4 Link Purpose (In Context) (Level A)	Supports	All links within the Learner view indicates the purpose, in context.
3.1.1 Language of Page (Level A)	Supports	The default language is set on the HTML tag of all the Learner pages. The default platform-wide language can be

Criteria	Conformance Level	Remarks and Explanations
		set by the Admins, or set per user account by the individual users.
3.2.1 On Focus (Level A)	Supports	There is no change of context on focus throughout the SkyPrep learner view
3.2.2 On Input (Level A)	Supports	There is no change of context on user input throughout the learner view, other that search bar inputs or filters.
3.3.1 Error Identification (Level A)	Partially Supports	If an input error is detected, the error is described to the user in text with the exception: ▪ If no input is put in the login page (specifically the password field) there is no error message, however if the password field is filled in with the incorrect password, the error message appears ▪ If email/username field is skipped in Sign Up page, it does not identify that it needs to be filled in the same way that the other required fields are identified. Instead, once all other required fields are filled in, it takes the user into a different page and notes that "There was an issue. Please make sure the e-mail does not already exist." ▪ If a course cannot be accessed by a Learner, the reason for which it cannot be accessed is not specified. It would note that the page is not available
3.3.2 Labels or Instructions (Level A)	Supports	The web application provides labels and/or instructions when content requires user input.
4.1.1 Parsing (Level A)	Partially Supports	SkyPrep properly uses the markup language. However, there are a few exceptions such as in some forms, the IDs are not unique.
4.1.2 Name, Role, Value (Level A)	Partially Supports	SkyPrep controls' name, role, state, and value is exposed to assistive technology. Some forms and date pickers however aren't.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	SkyPrep LMS does not natively provide live audio or video through the platform. The ability for live captioning completely depends on whether the webinar/meeting application used offers it.
1.2.5 Audio Description (Prerecorded) (Level AA)	Does Not Support	SkyPrep LMS does not natively provide prerecorded video content through the platform. Currently there is no option to upload an audio description track with uploaded videos. Audio description must be included in the video file itself.
1.4.3 Contrast (Minimum) (Level AA)	Supports	SkyPrep's default web application colors has the required contrast ratio throughout the Learner view. However, clients have the option to customize the colors throughout the platform, which may result the requirement not being met.
1.4.4 Resize text (Level AA)	Supports	Text can be resized throughout the platform without loss of content of functionality by using the browser zoom or through our UserWay widget.
1.4.5 Images of Text (Level AA)	Supports	SkyPrep does not natively contain images of text.
2.4.5 Multiple Ways (Level AA)	Supports	SkyPrep provides multiple ways of accessing a web page.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are descriptive throughout the SkyPrep learner view.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most focusable components withing the Learner view, receive a visible indicator when it is being focused on, with the exception of: ▪ Multimedia PowerPoint in course taking has no indication which item within the controls is currently being selected, though the sequence in which they are focusable is meaningful ▪ Upload Image, Change Password, Email Notifications toggle, and Update User buttons in

Criteria	Conformance Level	Remarks and Explanations
		My Account page does not show focus, though the sequence in which they are focusable is meaningful ▪ The main content of the Messaging page does not receive focus even though they are focusable
3.1.2 Language of Parts (Level AA)	Does Not Support	The language of a page in SkyPrep can be programmatically determined. However, there is no mechanism to specify different languages for parts of a page.
3.2.3 Consistent Navigation (Level AA)	Supports	SkyPrep LMS has consistent navigation throughout pages in the Learner view.
3.2.4 Consistent Identification (Level AA)	Supports	Components with the same functionality are identified consistently throughout the SkyPrep platform.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Suggestions are typically made if the error is due to lack of input in a mandatory field or a minimum number of characters is required. However, suggestions are not available in all parts of the SkyPrep LMS.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Financial transactions within SkyPrep are done through Stripe or Paypal.

Table 3: Success Criteria, Level AAA

Notes: Section removed — SkyPrep has not been evaluated for conformance to WCAG Level AAA criteria.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	SkyPrep is mostly compatible with assistive technologies such as screen readers. Most

Criteria	Conformance Level	Remarks and Explanations
		of the learner view is also operable by keyboard.
302.2 With Limited Vision	Partially Supports	SkyPrep supports standard browser zoom and is compatible with assistive technologies. SkyPrep's integration with UserWay further provides additional options for people with limited vision, such as: contrast adjustment, text size adjustment, text spacing adjustment, and more
302.3 Without Perception of Color	Partially Supports	SkyPrep can be used without color perception, though some some links may not be obvious. However, SkyPrep's integration with UserWay, give users the option to highlight links, which would assist in this issue.
302.4 Without Hearing	Supports	SkyPrep does not natively include audio-only features that require the sole use of hearing. Automatic captioning and transcripts can be generated for videos uploaded by content authors.
302.5 With Limited Hearing	Supports	SkyPrep does not natively include audio-only features that require the sole use of hearing. Automatic captioning and transcripts can be generated for videos uploaded by content authors.
302.6 Without Speech	Supports	No part of SkyPrep requires speech input.
302.7 With Limited Manipulation	Supports	The actions within SkyPrep can be executed by a mouse click or simple keystrokes (e.g. tab, enter, space) SkyPrep does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	The actions within SkyPrep can be executed by a mouse click or simple keystrokes (e.g. tab, enter, space).

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	SkyPrep does not function in a way that is prohibitive to users with cognitive, language or learning disabilities.

Chapter 4: Hardware

Notes: Section removed — these criteria are Not Applicable because SkyPrep is a web application, not a Hardware product.

Chapter 5: Software

Notes: Section removed — these criteria (except for section 501) are Not Applicable because SkyPrep is a web application, not a software product.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Partially Supports	Documentation is provided for most SkyPrep features, though it does not go over accessibility and compatibility features specifically.
602.3 Electronic Support Documentation	Partially Supports	All electronic support documentation for SkyPrep is hosted in Intercom. The support documentation always contains text, occasionally with accompanying screenshot images and/or videos. Though the text is accessible, some of the accompanying images and/or videos may not be.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation for SkyPrep is provided electronically
603 Support Services		

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	SkyPrep's support representatives are knowledgeable of the accessibility features that is offered.
603.3 Accommodation of Communication Needs	Partially Supports	SkyPrep support services are offered via self-search articles, self-search videos, email, chat, and phone.

Legal Disclaimer

This document is provided for informational purposes only and is subject to change without notice. SkyPrep does not warrant that this document is error-free, or that any errors will be corrected. The information included in this document is provided in good faith based on an analysis of SkyPrep LMS at the time of the review and does not represent a legally-binding claim. The scope of this report only includes Learner views within the SkyPrep web application. SkyPrep is not responsible for the accessibility of user uploaded content or customizations done to the application by its users.