EBSCO LearningExpress
Accessibility Conformance Report
WCAG Edition

VPAT® Version 2.4 August 2021

Name of Product/Version: LearningExpress

Product Description: Website and applications for LearningExpress Library and PrepSTEP

Report Date: March 2022

Contact Information: accessibility@ebsco.com

Notes: This VPAT reflects findings observed through web accessibility assessments conducted in a regression test run in August 2021. All partially supported criteria will be reviewed in October 2021 for updates in the January 2022 time frame.

Evaluation Methods Used:

Please find the list of devices which we have used during VPAT testing:

Mobile Device	Version	Screen Size	Remarks
Android - Samsung Galaxy J2	Chrome Version - 83	4.7 inches [540 x 960 pixels]	--
Android - Samsung M30	Chrome Version - 83	6.4 inches [1,080 x 2,280 pixels]	Exception mentioned in above table
iOS - Iphone 11 Pro	Safari version - 13.5.1	5.85 inches[1125 x 2436 pixels]	--
iOS - Iphone XR	Safari version - 13.5.1	6.06 inches [828x1792 pixels]	--
iOS - IPAD - AIR 5	Safari version - 12.5.7	7.9 inches [1536x2048 pixels]	Exception mentioned in above table

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)

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.x 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 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web**: Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	**Web: Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supported** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	**Web: Transcript area is not clearly conveyed when it is added to reading order.** **This issue is part of the Kaltura video player and has been reported to the vendor Kaltura for remediation.** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA	

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Partially Supports** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **When user selects a Computer Course the screen focus navigates to the background and returns when they finish.** **This issue is part of the Kaltura video player and has been reported to the vendor Kaltura for remediation.** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria	Web: **Support** Electronic Docs: NA	Web: **Support** Electronic Docs: NA

Criteria	Conformance Level	Remarks and Explanations
9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: NA Closed: NA Authoring Tool: NA	Software: NA Closed: NA Authoring Tool: NA
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1(Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: **Support** Electronic Docs: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Authoring Tool: NA
2.4.2 Page Titled (Level A)	Web: **Support**	Web: Support

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: NA Software: NA Authoring Tool: NA	Electronic Docs: NA Software: NA Authoring Tool: NA
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Partially Supports** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: • **Focus is lost when hitting enter at Hide/Show transcript button.** • **Focus is lost when pressing the tab key after reaching a Full Screen icon.** **These issues are part of the Kaltura video player and have been reported to the vendor Kaltura for remediation.** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
2.5.1 Pointer Gestures (Level A 2.1	Web: **Support**	Web: **Support**

Criteria	Conformance Level	Remarks and Explanations
only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool :NA
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA

Criteria	Conformance Level	Remarks and Explanations
Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Authoring Tool: NA
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Authoring Tool: NA

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: **Support** Electronic Docs: NA	Web: **Support** Electronic Docs: NA

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: NA Closed:NA Authoring Tool: NA	Software: NA Closed: NA Authoring Tool: NA
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Partially Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	**Web: Mobile devices must have the newer versions IOS 13 of mobile browser with downloading capability to Sign Into their account in landscape mode. Downloads of CSV file on Mobile devices are not available.** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Authoring Tool: NA
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web)	Web: **Support**	Web: **Support**

Criteria	Conformance Level	Remarks and Explanations
• 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	**Web: Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: **Support** Electronic Docs: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Authoring Tool: NA
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA

Criteria	Conformance Level	Remarks and Explanations
508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web**: Partially Supported** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	**Web: If a scroll bar exists in the transcript a keyboard access error will display. This issue is part of the Kaltura video player and has been reported to the vendor Kaltura for remediation.** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Authoring Tool: NA
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply	Web: **Support** Electronic Docs: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Authoring Tool: NA

Criteria	Conformance Level	Remarks and Explanations
to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: **Support** Electronic Docs: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Authoring Tool: NA
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: Authoring Tool: NA
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) – Does not apply • 11.4.1.3 (Open Functionality Software) – Does not apply • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Support** Electronic Docs: NA Authoring Tool: NA	Web: **Support** Electronic Docs: NA Authoring Tool: NA