

Udemy for Business Accessibility Report

January 2021



A Note From Udemy's CEO

Hello,

Our mission at Udemy is to improve lives through learning. To fulfill this mission, we are committed to ensuring access to Udemy's content and services. We believe that all learners should have access to high-quality content to help them achieve whatever comes next.

To deliver on this commitment, we are making continuous product investments to ensure a high standard of accessibility throughout the product experience. To help us make progress on our commitment, we engaged the Center for Accessible Technology, a non-profit accessibility consulting firm that employs testing specialists with disabilities, to ensure that our product would be evaluated based on the real-world needs of those using assistive technologies.

Attached is our Voluntary Product Accessibility Template (VPAT), which provides an evaluation of our Udemy for Business [web app](#) and our native apps for Udemy for Business iOS and Android (including our variant app Udemy for Government), based on this extensive accessibility testing. This International version of the standard VPAT template addresses compliance under WCAG 2.0 and 2.1, the revised Section 508 standards, and EN 301 549.

Udemy will continue to invest, develop, and strive to make learning available to all.

Gregg Coccari

CEO, Udemy

Contents:

Udemy for Business VPAT - Web Application

[WCAG 2.1 Report](#)

[Revised Section 508 Report](#)

[EN 301 549 Report](#)

Udemy for Business VPAT - Mobile App

[WCAG 2.1 Report](#)

[Revised Section 508 Report](#)

[EN 301 549 Report](#)

[Legal Disclaimer](#)

Udemy for Business VPAT - Web Application

Last updated: October 2020

Udemy Accessibility Conformance Report

International Edition

VPAT^{®1} Version 2.3 (Revised) – April 2019

Name of Product/Version: Udemy for Business web app

Product Description: Udemy for Business is an online learning solution that offers fresh, engaging content on topics from development and IT to leadership and stress management. We curate high quality courses from our Udemy.com marketplace on in-demand, trending topics. Udemy for Business also allows organizations to host and distribute their own proprietary content to their users.

Report Date: 01/07/2021

Contact Information: ufb-sse@udemy.com

Notes:

This report is based on extensive accessibility testing of the Udemy for Business web platform, including our variant site Udemy for Government. This report covers the learner experience, including all features used to find, enroll in, and take courses, but does not cover tools limited to use by instructors and administrators.

The following report references AT as an abbreviation for “Assistive Technology”. Assistive technology includes, but is not limited to, screen reader software, screen magnification software, voice input software and braille output devices.

Evaluation Methods Used:

The Udemy platform was evaluated for accessibility using the following testing methods:

- The following platform combinations were included in the evaluation:
 - Windows 10 (Chrome, Firefox)
 - macOS (Safari, Chrome, Firefox)
 - Android (Chrome with Talkback)
 - iOS (Safari with Voiceover)
- Automated testing using industry leading tools such as Siteimprove, AXE, WAVE, and Google Accessibility Scanner.
- Manual testing with the following assistive technology: JAWS screen reader, NVDA screen reader, TalkBack (for Android) screen reader, VoiceOver (for iOS and macOS).
- Keyboard-only testing.
- Code inspection.

¹ “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI).

- Visual inspection.

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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08)	(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 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation

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
<p>1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Text alternatives are provided for most non-text content. This includes buttons, images, and other non-text elements; however, some non-text elements without, or with insufficient alternative text have been identified as follows:</p> <ul style="list-style-type: none"> • There are interactive elements that do not have labels or alternative text. • There are interactive elements with insufficient labels or alternative text. • There are static (non-interactive) images without alternative text. • The “Activity Trend” line graph on the “User Activity” page does not provide text alternatives for the information presented visually. • In one case, visual text is presented on screen, but is not announced by AT. This occurs on the course page sidebar in which the course section time is displayed visually, but is not announced.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) 	Web: Supports	<p>Although it is possible for a course author to upload audio-only or video-only supplemental files, audio-only and video-only are not used in the product.</p>

<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>The majority of synchronized media is “user-generated content” (UGC), meaning that it is created, uploaded, and maintained by the instructors who own the content. Subtitles generated via automatic speech recognition are available for almost all English courses, and translated captions for those courses are provided in a number of other languages. Instructors are encouraged but not required to include accurate captions for synchronized media, either by uploading their own subtitles or by editing them directly. Where auto-generated captions are not present, these can be enabled for students upon request. Samples of user generated media have been tested. All of the media tested contained captions. In some cases, there were minor discrepancies between captions and the dialog being spoken.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	<p>Web: Partially Supports</p>	<p>Supported: Each course video includes a corresponding synchronized transcript. The transcript can be displayed or hidden via a toggle button on the medial player controls.</p> <p>Not Supported:</p> <ul style="list-style-type: none"> ● The transcripts do not include full descriptions of all visual information including visual context, actions, expressions of actors, and any other visual material. In addition, non-speech sounds (laughter, off-screen voices, etc.) are not described. ● Audio descriptions are not provided for synchronized media.

<ul style="list-style-type: none"> ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>For the most part, information, structure, and relationships conveyed through presentation can be programmatically determined; however, the following examples are cases in which the semantic/contextual presentation is not sufficiently conveyed programmatically:</p> <ul style="list-style-type: none"> ● The information displayed under the "Overview" tab of the course toolbar appears visually as a table, but is not marked up as an HTML table. ● Semantic markup is not used on the course page search results to programmatically convey the context of the course heading/description structure that is conveyed visually. ● There are groups of radio buttons in which the relationship as a group is not conveyed programmatically. This occurs in multiple locations. ● Some pages do not sufficiently use HTML headings, or headings are not in a logical order, to convey the hierarchical structure of the content that is conveyed visually. ● There are tab panel features in which the panel is not programmatically associated with the corresponding tab. ● The course content cards do not provide sufficient context to indicate that the name included with each course card is the course author's name. ● On the course page, the semantic markup (headings, landmarks, accessible names) is not sufficient to programmatically convey the purpose, context, and relationships of the various page components. ● On the course page, the associations between each tab and the corresponding tab panel are not explicit on the course page toolbar (below the course video). ● On the course page, Announcements tab, the relationship between the "Enter your comment" form input field and additional instructions below the field, are not programmatically determinable. AT users may not be aware of these instructions. ● On the course page, Q&A tab, the following semantic and contextual relationship issues were identified:
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		

		<ul style="list-style-type: none"> ○ Incorrect and inconsistent text is announced via AT (Jaws/Chrome) when focus is placed on an individual user question. Instead of announcing the user question, other page elements are announced. ○ It is unclear for AT users that each question is a link and that activating it will open a new view. In some cases, the user is unable to activate the link. ○ When a question link is clicked a new view is presented. This change of context is not conveyed programmatically. ○ On the replies screen, instructor replies are conveyed via a pink/red background This is not conveyed programmatically. ○ In the replies to questions form, there is a text field that does not have an accessible label. ○ The search filters/sort dropdowns do not provide adequate context to programmatically convey the purpose and relationship of the filters. ○ The abbreviated user icons are announced as initials, but context is not provided programmatically that these represent usernames.
<p>1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Generally, content is presented in a meaningful sequence; however, the following instance has been identified in which the sequence is not clear. On the course page, Q&A tab, when focus is placed on a user comment, visually hidden text is announced via AT.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Web: Supports</p>	<p>Instructions throughout the product do not rely solely on sensory characteristics.</p>

<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>With exception to the following identified issue, the product does not rely on color as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. On the course page, Q&A tab, when a question link is activated a new view is presented in which the instructor “Answer” section is highlighted in red. Aside from the use of color there is no indication that this represents an instructor answer.</p>
<p>1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>After moving to a previous or next course video using the controls on the video player, the newly loaded video (with synchronized audio) begins playing automatically. Users can easily pause the video by moving focus to the pause control, by clicking anywhere on the video, or by pressing space or enter on the keyboard.</p>

<p>2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Most controls can be operated with keyboard-only or a keyboard/AT combination; however, there are features that are not fully operable with the keyboard only or with a keyboard/AT combination. These include the following:</p> <ul style="list-style-type: none"> ● With a screen reader active, the “Explore” navigation menu in the top navigation is not completely operable using the up/down arrow keys. After initiating a sub-menu focus does not move into the sub-menu. ● Course preview details are activated via mouse hover, but not operable with the keyboard. ● On the course page Q&A tab, the "Replies" button is not operable with the keyboard. ● The close button on the "cookie policy" alert dialog is not operable with the keyboard and does not close with the escape key. ● The calendar widget on the Assign Course page is not operable with the keyboard.
<p>2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>There are no keyboard traps.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) 	<p>Web: Not Applicable</p>	<p>Character key shortcuts have not been implemented on the product.</p>

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>There are no time limits set on the product.</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>On the course player, controls (pause, stop, play) are provided for automatically starting synchronized media; however, the controls disappear after approximately 3 seconds. Some users, particularly AT users, may not be able to interact with the controls before they disappear.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Web: Supports</p>	<p>There is no flashing content.</p>

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Web: Partially Supports</p>	<ul style="list-style-type: none"> ● There is a “skip to content” link at the top of the sitewide header component; however, the behavior is inconsistent between pages, and in many cases sets keyboard focus below the beginning of the main content area or in other unexpected areas of the page. In some cases, the link does not function at all. ● There are redundant blocks of content, such as left navigation components, without a method to bypass to the next section of content.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>All pages include a page title.</p>

<p>2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Focus order was generally found to be logical; however, the following instances have been identified where the focus order is not logical:</p> <ul style="list-style-type: none"> ● There is a redundant tab stop on the course video “Play” button. ● On the course page, after the transcript button is activated, a drawer opens displaying a synchronized transcript. There is no announcement via AT and focus does not move to the transcript. ● Keyboard focus unexpectedly jumps to the search field when focus is placed on the search tab on the tab panel below the video player on the course page.
<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>The purpose of most links can be determined from the link text alone or from the link text together with its programmatically determined link context; however, there are exceptions in which the link text alone is insufficient.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Web: Not Applicable</p>	<p>The product does not rely on multipoint or path-based gestures to operate functionality.</p>

<p>Revised Section 508 – Does not apply</p>		
<p>2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>All functionality that can be operated using a single pointer meets the first criterion of this success criterion: “No Down-Event: The down-event of the pointer is not used to execute any part of the function.”</p>
<p>2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>For all user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p>	<p>The product does not rely on motion actuation.</p>

<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>The product supports multiple languages. The language is declared using the HTML lang attribute.</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>There are no interface components in which receiving focus initiates a change of context.</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Web: Partially Supports</p>	<p>With exception of the following issue, there were no other user interface components that cause a change of context automatically when the user changes a setting. On the course page, the accessible label for the search button on the Q&A tab changes from "Search" to "Clear Search" after text is entered into the search field. This may be confusing for some users.</p>

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>All form errors are identified with color (red), symbols (error icon), and text describing the error.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Labels or instructions are appropriately used to describe features that require user input.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Web: Supports</p>	<p>There were no parsing errors identified.</p>

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially supports</p>	<p>Most user interface components are coded in such a way that the name, role, and value are appropriately exposed to AT; however, the following issues have been identified:</p> <ul style="list-style-type: none"> ● On the course page, Q&A tab, the filter/sort dropdowns behave like dropdowns, but are coded as menus (role=menu). This may be confusing to some users. ● On the course page, the course section checkbox state (checked/unchecked) is not announced via AT on the Course Content sidebar. ● On the course page, the course section expand/collapsed state is not announced via AT on the Course Content sidebar. ● There are “More” buttons that disclose hidden content but do not convey programmatically the expanded/collapsed state of the content. ● There are numerous tabpanel (role=”tabpanel”) elements that are not explicitly named or associated with a corresponding tab (role=”tab”) button element.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) ● 12.2.4 (Support Docs) 	<p>Web: Not Applicable</p>	<p>There is no live media on the product.</p>

<p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Does Not Support</p>	<p>Audio descriptions are not provided for prerecorded video content in synchronized media.</p>
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Content is not restricted to a single display orientation.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5 (Open Functionality Software) ● 11.1.3.5 (Closed Software) ● 11.8.2 (Authoring Tool) 	<p>Web: Supports</p>	<p>Forms use autocomplete to auto-fill form inputs where appropriate.</p>

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	The minimum contrast ratio of at least 4.5:1 is widely supported across the product.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	All text can be resized to up to 200% without loss of functionality.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) 	Web: Supports	With exception to the logo, which is considered essential, no images of text were identified.

<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Content reflows appropriately without loss of information or functionality.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.11 (Web) ● 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) <p>Revised Section 508 – Does not apply</p>	Web: Supports	The minimum contrast ratio of at least 3:1 for non-text elements is widely supported across the product.
<p>1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) 	Web: Supports	The product accommodates user preferences regarding text spacing sufficiently, without any loss of content or functionality.

<ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>		
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Supports	All content that is triggered via pointer hover and/or keyboard focus is dismissible, hoverable, and persistent.
<p>2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) 	Web: Supports	There is more than one way to locate content, including navigation links, and category carousels. Additionally, there is a sitemap page that leads to category specific pages.

<ul style="list-style-type: none"> ● 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Headings and labels throughout the product are clear and descriptive.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	All interactive elements have a visible focus indicator.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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 	Web: Does Not Support	The only applicable component is the “Select Language” combobox, which includes a list of languages in which the content can be translated. Each individual language option in the list is not coded in a way that can be programmatically determined by user agents.

<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Web: Supports</p>	<p>Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Web: Supports</p>	<p>Components that have the same functionality within a set of Web pages are identified consistently.</p>

<p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 		
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>When errors are detected via form validation, an appropriate error message (in text) is displayed above the corresponding input field. Additionally, an error icon is displayed, and the error text and input field are highlighted in red.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>The product does not contain legal commitments or financial transactions.</p>
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.3 (Web) 	<p>Web: Partially Supports</p>	<p>Generally, status messages are announced appropriately via AT with exception to the following: on the search results page, after a filter has been applied, the number of search results is displayed visually, but the status is not announced via AT.</p>

<ul style="list-style-type: none"> ● 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		
--	--	--

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: Partially Supports	<p>The majority of the product is operable and understandable to users without vision. However, there are exceptions that may create barriers to accessing some content for users without vision. Exceptions include:</p> <ul style="list-style-type: none"> ● As described in 1.1.1 Non-text Content, there are interactive and static elements without alternative text, or without sufficient alternative text. ● As described in 1.2.3 Audio Description or Media Alternative (Prerecorded) and 1.2.5 Audio Description (Prerecorded), The transcripts do not include full descriptions of all visual information and audio descriptions are not included with any synchronized media. ● As described in 1.3.1 Info and Relationships, some information, structure, and relationships conveyed through presentation cannot be determined programmatically. ● As described in 1.3.2 Meaningful Sequence, there is one case where text that is not visible is announced, and there is a mobile dialog window in which the navigation sequence is unclear. ● As described in 1.4.1 Use of Color, some content relies on color to convey information.

		<ul style="list-style-type: none"> ● As described in 2.1.1 Keyboard, there are multiple features that are not fully operable with the keyboard-only or with a keyboard/AT combination. ● As described in 2.2.2 Pause, Stop Hide, although player controls are provided for automatically starting synchronized media, the controls disappear after approximately 3 seconds. Some users, particularly AT users, may not be able to interact with the controls before they disappear. ● As described in 2.4.1 Bypass Blocks, there is a “skip to content” link at the top of the sitewide header component; however, the behavior is inconsistent between pages, and in many cases sets keyboard focus below the beginning of the main content area or in other unexpected areas of the page. In some cases, the link does not function at all. There are redundant blocks of content, such left navigation components, without a method to bypass to the next section of content. ● As described in 2.4.4 Link Purpose (In Context), in some cases, the link text alone, does not adequately describe the purpose of the link. ● As described in 2.4.3 Focus Order, there are several instances in which the focus order behaves illogically or unexpectedly, or focus remains behind spawned content. ● As described in 3.3.2 Labels or Instructions, there are some cases in which labels are not adequately provided. ● As described in 3.2.2 On Input, there is one button element that changes context on input. ● As described in 4.1.1 Parsing, there is one page in which IDs are not unique. ● As described in 4.1.2 Name, Role, Value, some controls do not adequately expose name, role, state, and/or value information. ● As described in 4.1.3 Status Messages, there are status messages that cannot be programmatically determined.
302.2 With Limited Vision	Web: Partially Supports	Aside from the issues indicated in the above section (302.1 Without Vision) that may also apply to users with limited vision, the product is operable for users with limited vision and allows for magnification and other user controlled preferences and AT settings.
302.3 Without Perception of Color	Web: Partially Supports	<p>The product is operable and understandable to users without perception of color, with exception to the following:</p> <ul style="list-style-type: none"> ● As described in 1.4.1 Use of Color, some content relies on color to convey information.
302.4 Without Hearing	Web: Partially Supports	Captions and transcripts are provided for all course videos. As described in 1.2.2 Captions (Pre-recorded), course videos are User

		<p>Generated Content (UGC) and there may be inaccuracies in captions and transcripts.</p> <p>As described in 1.2.3 Audio Description or Media Alternative (Prerecorded) and 1.2.5 Audio Description (Prerecorded), transcripts do not include full descriptions of all visual information and audio descriptions are not included with any synchronized media.</p>
302.5 With Limited Hearing	Web: Partially Supports	Aside from the issues indicated in the above section (302.4 Without Hearing) that may also apply to users with limited hearing, the product is operable for users with limited hearing. All media with an audio track includes a control to modify the volume.
302.6 Without Speech	Web: Supports	The product does not require the use of speech.
302.7 With Limited Manipulation	Web: Partially Supports	<p>The majority of the product is operable to users with limited manipulation. Exceptions include:</p> <ul style="list-style-type: none"> ● As described in 2.1.1 Keyboard, there are multiple features that are not fully operable with the keyboard-only or with a keyboard/AT combination. ● As described in 2.2.2 Pause, Stop Hide, although player controls are provided for automatically starting synchronized media, the controls disappear after approximately 3 seconds. Some users, particularly AT users, may not be able to interact with the controls before they disappear. ● As described in 2.4.1 Bypass Blocks, there is a “skip to content” link at the top of the sitewide header component; however, the behavior is inconsistent between pages, and in many cases sets keyboard focus below the beginning of the main content area or in other unexpected areas of the page. In some cases, the link does not function at all. There are redundant blocks of content, such left navigation components, without a method to bypass to the next section of content. ● As described in 2.4.3 Focus Order, there are several instances in which the focus order behaves illogically or unexpectedly, or focus remains behind spawned content. ● As described in 2.4.4 Link Purpose (In Context), in some cases, the link text alone, does not adequately describe the purpose of the link.
302.8 With Limited Reach and Strength	Web: Partially Supports	<p>The majority of the product is operable to users with limited reach and strength. Exceptions include:</p> <ul style="list-style-type: none"> ● As described in 2.1.1 Keyboard, there are multiple features that are not fully operable with the keyboard-only or with a keyboard/AT combination. ● As described in 2.2.2 Pause, Stop Hide, although player controls are provided for automatically starting

		<p>synchronized media, the controls disappear after approximately 3 seconds. Some users, particularly AT users, may not be able to interact with the controls before they disappear.</p> <ul style="list-style-type: none"> ● As described in 2.4.1 Bypass Blocks, there is a “skip to content” link at the top of the sitewide header component; however, the behavior is inconsistent between pages, and in many cases sets keyboard focus below the beginning of the main content area or in other unexpected areas of the page. In some cases, the link does not function at all. There are redundant blocks of content, such left navigation components, without a method to bypass to the next section of content. ● As described in 2.4.3 Focus Order, there are several instances in which the focus order behaves illogically or unexpectedly, or focus remains behind spawned content. ● As described in 2.4.4 Link Purpose (In Context), in some cases, the link text alone, does not adequately describe the purpose of the link.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports	<p>Because there is a wide spectrum of cognitive disabilities, it is difficult to determine all potential issues; however, an effort has been made to ensure that potentially challenging interactions are identified and mitigated. The following may be challenging to users with cognitive disabilities:</p> <ul style="list-style-type: none"> ● As described in 1.3.1 Info and Relationships, some information, structure, and relationships conveyed through presentation cannot be determined programmatically. ● As described in 1.3.2 Meaningful Sequence, there is one case where text that is not visible is announced, and there is a mobile dialog window in which the navigation sequence is unclear. ● As described in 2.4.4 Link Purpose (In Context), in some cases, the link text alone, does not adequately describe the purpose of the link. ● As described in 3.2.2 On Input, there is one button element that changes context on input.

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

Chapter 6: [Support Documentation and Services](#)

Notes: Notes: The platform leverages a 3rd party vendor for support services. The 3rd party vendor was not evaluated.

EN 301 549 Report

Notes:

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially Supports	<p>The majority of the product is operable and understandable to users without vision; however, there are exceptions that may create barriers to accessing some content for users without vision. Exceptions include:</p> <ul style="list-style-type: none"> ● As described in 1.1.1 Non-text Content, there are interactive and static elements without alternative text, or without sufficient alternative text. ● As described in 1.2.3 Audio Description or Media Alternative (Prerecorded) and 1.2.5 Audio Description (Prerecorded), The transcripts do not include full descriptions of all visual information and audio descriptions are not included with any synchronized media. ● As described in 1.3.1 Info and Relationships, some information, structure, and relationships conveyed through presentation cannot be determined programmatically. ● As described in 1.3.2 Meaningful Sequence, there is one case where text that is not visible is announced, and there is a mobile dialog window in which the navigation sequence is unclear. ● As described in 1.4.1 Use of Color, some content relies on color to convey information. ● As described in 2.1.1 Keyboard, there are multiple features that are not fully operable with the keyboard-only or with a keyboard/AT combination. ● As described in 2.2.2 Pause, Stop Hide, although player controls are provided for automatically starting synchronized media, the controls disappear after approximately 3 seconds. Some users, particularly AT users, may not be able to interact with the controls before they disappear. ● As described in 2.4.1 Bypass Blocks, there is a “skip to content” link at the top of the sitewide header component; however, the behavior is inconsistent between pages, and in many cases sets keyboard focus below the beginning of the

		<p>main content area or in other unexpected areas of the page. In some cases, the link does not function at all. There are redundant blocks of content, such left navigation components, without a method to bypass to the next section of content.</p> <ul style="list-style-type: none"> ● As described in 2.4.3 Focus Order, there are several instances in which the focus order behaves illogically or unexpectedly, or focus remains behind spawned content. ● As described in 2.4.4 Link Purpose (In Context), in some cases, the link text alone, does not adequately describe the purpose of the link. ● As described in 3.2.2 On Input, there is one button element that changes context on input. ● As described in 4.1.1 Parsing, there is one page in which IDs are not unique. ● As described in 4.1.2 Name, Role, Value, some controls do not adequately expose name, role, state, and/or value information. ● As described in 4.1.3 Status Messages, there are status messages that cannot be programmatically determined.
4.2.2 Usage with limited vision	Web: Partially Supports	Aside from the issues indicated in the above section (4.2.1 Usage without vision) that may also apply to users with limited vision, the product is operable for users with limited vision and allows for magnification and other user controlled preferences and AT settings.
4.2.3 Usage without perception of colour	Web: Partially Supports	<p>The product is operable and understandable to users without perception of color, with exception to the following:</p> <ul style="list-style-type: none"> ● As described in 1.4.1 Use of Color, some content relies on color to convey information.
4.2.4 Usage without hearing	Web: Partially Supports	<p>Captions and transcripts are provided for all course videos. As described in 1.2.2 Captions (Pre-recorded), course videos are User Generated Content (UGC) and there may be inaccuracies in captions and transcripts.</p> <p>As described in 1.2.3 Audio Description or Media Alternative (Prerecorded) and 1.2.5 Audio Description (Prerecorded), transcripts do not include full descriptions of all visual information and audio descriptions are not included with any synchronized media.</p>
4.2.5 Usage with limited hearing	Web: Partially Supports	Aside from the issues indicated in the above section (4.2.4 Usage without hearing) that may also apply to users with limited hearing, the product is operable for users with limited hearing. All media with an audio track includes a control to modify the volume.
4.2.6 Usage without vocal capability	Web: Supports	The product does not require the use of speech.
4.2.7 Usage with limited	Web: Partially Supports	The majority of the product is operable to users with limited manipulation and strength. Exceptions include:

manipulation or strength		<ul style="list-style-type: none"> ● As described in 2.1.1 Keyboard, there are multiple features that are not fully operable with the keyboard-only or with a keyboard/AT combination. ● As described in 2.2.2 Pause, Stop Hide, although player controls are provided for automatically starting synchronized media, the controls disappear after approximately 3 seconds. Some users, particularly AT users, may not be able to interact with the controls before they disappear. ● As described in 2.4.1 Bypass Blocks, there is a “skip to content” link at the top of the sitewide header component; however, the behavior is inconsistent between pages, and in many cases sets keyboard focus below the beginning of the main content area or in other unexpected areas of the page. In some cases, the link does not function at all. There are redundant blocks of content, such left navigation components, without a method to bypass to the next section of content. ● As described in 2.4.3 Focus Order, there are several instances in which the focus order behaves illogically or unexpectedly, or focus remains behind spawned content. ● As described in 2.4.4 Link Purpose (In Context), in some cases, the link text alone, does not adequately describe the purpose of the link.
4.2.8 Usage with limited reach	Web: Partially Supports	<p>The majority of the product is operable to users with limited reach. Exceptions include:</p> <ul style="list-style-type: none"> ● As described in 2.1.1 Keyboard, there are multiple features that are not fully operable with the keyboard-only or with a keyboard/AT combination. ● As described in 2.2.2 Pause, Stop Hide, although player controls are provided for automatically starting synchronized media, the controls disappear after approximately 3 seconds. Some users, particularly AT users, may not be able to interact with the controls before they disappear. ● As described in 2.4.1 Bypass Blocks, there is a “skip to content” link at the top of the sitewide header component; however, the behavior is inconsistent between pages, and in many cases sets keyboard focus below the beginning of the main content area or in other unexpected areas of the page. In some cases, the link does not function at all. There are redundant blocks of content, such left navigation components, without a method to bypass to the next section of content. ● As described in 2.4.3 Focus Order, there are several instances in which the focus order behaves illogically or unexpectedly, or focus remains behind spawned content.

		<ul style="list-style-type: none"> As described in 2.4.4 Link Purpose (In Context), in some cases, the link text alone, does not adequately describe the purpose of the link.
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	The product does not contain flashing or blinking content.
4.2.10 Usage with limited cognition	Web: Partially Supports	<p>Because there is a wide spectrum of cognitive disabilities, it is difficult to determine all potential issues; however, an effort has been made to ensure that potentially challenging interactions are identified and mitigated. The following may be challenging to users with cognitive disabilities:</p> <ul style="list-style-type: none"> As described in 1.3.1 Info and Relationships, some information, structure, and relationships conveyed through presentation cannot be determined programmatically. As described in 1.3.2 Meaningful Sequence, there is one case where text that is not visible is announced, and there is a mobile dialog window in which the navigation sequence is unclear. As described in 2.2.2 Pause, Stop Hide, although player controls are provided for automatically starting synchronized media, the controls disappear after approximately 3 seconds. Some users, particularly AT users, may not be able to interact with the controls before they disappear. As described in 2.4.4 Link Purpose (In Context), in some cases, the link text alone, does not adequately describe the purpose of the link. As described in 3.2.2 On Input, there is one button element that changes context on input.
4.2.11 Privacy	Web: Supports	The product does not interfere with standard OS/Browser/AT controls and settings.

Chapter 5: Generic Requirements

Notes: Not Applicable

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web (see WCAG 2.1 section)

Notes: See WCAG 2.1 section.

Chapter [10: Non-Web Software](#)

Notes: Not Applicable

Chapter [11: Software](#)

Notes: Not Applicable

Chapter [12: Documentation and Support Services](#)

Notes: The platform leverages a 3rd party for support services. The 3rd party was not evaluated.

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable

Udemy for Business VPAT - Mobile App

Last updated: August 2020

Udemy Accessibility Conformance Report International Edition

VPAT^{®2} Version 2.3 (Revised) – April 2019

Name of Product/Version: Udemy for Business iOS & Android app

Product Description: Udemy for Business is an online learning solution that offers fresh, engaging content on topics from development and IT to leadership and stress management. We curate high quality courses from our Udemy.com marketplace on in-demand, trending topics. Udemy for Business also allows organizations to host and distribute their own proprietary content to their users.

Report Date: 8/3/2020

Contact Information: ufb-sse@udemy.com

Notes:

This report is based on extensive accessibility testing of the Udemy for Business iOS and Android native apps, including our variant app Udemy for Government.

The following report references “AT” as an abbreviation for “Assistive Technology”. Assistive Technology includes, but is not limited to, screen reader software, screen magnification software, voice input software and braille output devices.

Evaluation Methods Used:

The Udemy platform was evaluated for accessibility by the Center for Accessible Technology using the following testing methods:

- Manual testing with the following AT: Talkback (for Android) screen reader, Voiceover (for iOS).
- Automated testing using Google Accessibility Scanner (for Android) and Deque Axe (for Android).
- Keyboard-only testing with an external keyboard.
- Visual inspection.

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)

² “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI).

	Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08)	(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 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation

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
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Text alternatives are provided for non-text content. This includes buttons, images, and other non-text elements.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) 	<p>Software: Supports</p>	<p>Although it is possible for a course author to upload audio-only or video-only supplemental files, audio-only and video-only are not used in the product.</p>

<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>The majority of synchronized media is “user-generated content” (UGC), meaning that it is created, uploaded, and maintained by the instructors who own the content. Subtitles generated via automatic speech recognition are available for almost all English courses, and translated captions for those courses are provided in a number of other languages. Instructors are encouraged but not required to include accurate captions for synchronized media, either by uploading their own subtitles or by editing them directly. Where auto-generated captions are not present, these can be enabled for students upon request. Samples of user generated media have been tested. All of the media tested contained captions. In some cases, there were minor discrepancies between captions and the dialog being spoken.</p> <p>There are also promotional synchronized media created by Udemy on the pre-login homepage that do not have captions.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Software: Does not Support</p>	<ul style="list-style-type: none"> ● Audio descriptions are not provided for synchronized media. ● Text descriptions such as a transcript are not provided for synchronized media

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>Semantic Structure</p> <p>The application is structured in a way that is logical, hierarchical, and provides context and meaning.</p> <p>Contextual Relationships</p> <p>Most associated elements are coded in a way that adequately exposes relationships between elements; the only exception is on the iOS course preview screen, in which the course rating value is announced via AT only as the numeric value without context that the number represents the course rating.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Content is presented in a meaningful sequence.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Software: Supports</p>	<p>Instructions throughout the product do not rely solely on sensory characteristics.</p>

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>The product does not rely on color as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>At the end of a course lesson video, if there is a subsequent video lesson, the video begins automatically. Users can tap on the video player to expose the player controls and pause the video. As described in 2.2.1 Timing Adjustable, these controls disappear approximately three seconds after activation.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) 	<p>Software: Partially Supports</p>	<p>Controls can be operated with (external) keyboard-only or a keyboard/AT combination with the following exception. On the iOS app, the option to remove or cancel downloads accessed from the account page does not receive keyboard focus.</p>

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>There are no keyboard traps.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software: Not Applicable</p>	<p>Character key shortcuts have not been implemented on the product.</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Software: Does not Support</p>	<p>The course video player controls are exposed via an overlay that is activated by tapping the player area. The controls overlay disappears approximately three seconds after activation. As such, some users may have difficulty interacting with the controls due to the limited time that they are exposed.</p>

<p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>At the end of a course lesson video, if there is a subsequent video lesson, the video begins automatically. Users can tap on the video player to expose the player controls and pause the video. As described in 2.2.1 Timing Adjustable, these controls disappear approximately three seconds after activation.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>There is no flashing content.</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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 	<p>Software: Partially supports</p>	<p>Extensive swiping is required to reach the bottom navigation on the iOS and Android apps because of the continuous scroll feature.</p>

<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>While most screens have titles, some instances of screens without titles have been identified.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Focus order has generally been confirmed to be logical.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) 	<p>Software: Supports</p>	<p>The purpose of links can be determined from the link text alone or from the link text together with its programmatically determined link context.</p>

<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Software: Not Applicable</p>	<p>The product does not rely on multipoint or path-based gestures to operate functionality.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software: Supports</p>	<p>All functionality that can be operated using a single pointer meets the first criterion of this success criterion: “No Down-Event: The down-event of the pointer is not used to execute any part of the function.”</p>
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Software: Supports</p>	<p>For all user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>

<p>Revised Section 508 – Does not apply</p> <p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software: Not Applicable</p>	<p>The product does not have functionality that requires motion actuation.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>The language of the page can be programmatically determined.</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>There are no interface components in which receiving focus initiates a change of context.</p>

<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>With exception to the following issue, there are no other user interface components that cause a change of context automatically when the user changes a setting. On the course page, the accessible label for the search button on the Q&A tab changes from "Search" to "Clear Search" after text is entered into the search field. This may be confusing for some users.</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>When errors are detected via form validation, an appropriate error message (in text) is displayed above the corresponding input field. Additionally, an error icon is displayed, and the error text and input field are highlighted in red.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Labels or instructions are appropriately used to describe features that require user input.</p>

<p>4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>There were no errors identified.</p>
<p>4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially supports</p>	<p>Most user interface components are coded in such a way that the name, role, and value are appropriately exposed to AT. There are components that do not fully expose the component’s role or state changes:</p> <ul style="list-style-type: none"> ● Some checkboxes, when selected, do not indicate they are selected. ● It is unclear for a user when moving from the Lectures Tab to the More tab on a course page that they are on a tab and information is organized in a tab panel format. ● On the course details page, the expanded/collapsed state of the course description is not clear. ● The headings in the discover menu are not explicitly associated with the displayed text.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>The product does not utilize live media.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Does Not Support</p>	<p>Audio descriptions are not provided for prerecorded video content in synchronized media.</p>
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Software: Partially Supports</p>	<p>Some content is restricted to a single display orientation (portrait) and does not reorient when the device is in landscape mode.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Software: Supports</p>	<p>Forms use autocomplete to auto-fill form inputs where appropriate.</p>

<ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5 (Open Functionality Software) ● 11.1.3.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>The minimum contrast ratio of at least 4.5:1 is widely supported across the product. However, an instance of contrast not meeting minimal standards has been identified on the Log-in screen for both iOS and Android.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>All text can be resized to up to 200% without loss of functionality. On mobile native content the user must use the device's built-in magnification settings to increase the text size.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Software: Supports</p>	<p>With the exception of the logo, which is considered essential, no images of text have been identified.</p>

<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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	Software: Supports	Content reflows appropriately without loss of information or functionality.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.4.11 (Web) ● 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	Software: Supports	The minimum contrast ratio of at least 3:1 for non-text elements is widely supported across the product. The only exception identified is the focus indicator ring color for course video player controls, which is 1.9:1.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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	Software: Supports	The product accommodates user preferences regarding text spacing sufficiently, without any loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) 	Software: Supports	Hover/focus does not trigger additional content to become available.

<ul style="list-style-type: none"> ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Software: Supports</p>	<p>There is more than one way to locate content, including navigation links, and category carousels. Additionally, there is a sitemap page that leads to category specific pages.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>Most headings and labels are sufficiently descriptive. However the following exceptions have been identified:</p> <ul style="list-style-type: none"> ● There are some cases where headings do not fully describe the topic. ● On the iOS app, there are icons adjacent to each section that are labeled as “Download section”. The label does not indicate which section is associated with that icon. ● The course video preview “Play” button on the iOS app does not indicate what will be played.

<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>All interactive elements have a visible focus indicator.</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>The application is in English only.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) 	<p>Software: Supports</p>	<p>Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated.</p>

<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 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 	<p>Software: Supports</p>	<p>Components that have the same functionality within a set of Web pages are identified consistently.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>When errors are detected via form validation, an appropriate error message (in text) is displayed above the corresponding input field. Additionally, an error icon is displayed, and the error text and input field are highlighted in red.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) 	<p>Software: Supports</p>	<p>The product does not contain legal commitments or financial transactions.</p>

Revised Section 508 <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 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	Software: Partially Supports	With the following exception, status messages are announced via AT. After logging in with an Android device, there is a "success" splash screen that appears and disappears after a few seconds. There is no announcement via Talkback that login has succeeded.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Software: Partially Supports	The majority of the product is operable and understandable to users without vision. However, exceptions to this criterion include: <ul style="list-style-type: none"> ● As described in 1.2.3 Audio Description or Media Alternative (Prerecorded) and 1.2.5 Audio Description (Prerecorded), transcripts and audio descriptions are not included with any synchronized media.

		<ul style="list-style-type: none"> As described in 1.3.1, there is one instance, in which adequate context is not provided: this occurs on the iOS course preview, in which the course rating value is announced via AT only as the numeric value without context that the number represents the course rating. As described in 2.2.1 Timing Adjustable, some users may have difficulty interacting with the controls due to the limited time that they are exposed. As described in 2.1.1 Keyboard, there is one feature that is not fully operable with the keyboard-only or with a keyboard/AT combination. As described in 4.1.2 Name, Role, Value, some controls are missing necessary name, role, state, and value information. When swiping with iOS/Voiceover some courses and course information are bypassed without any indication for users without vision.
302.2 With Limited Vision	Software: Partially Supports	<p>The majority of the product is operable and understandable to users with limited vision. In addition to issues indicated in the above section (302.1 Without Vision) that also apply to users with limited vision, exceptions include:</p> <ul style="list-style-type: none"> As described in 1.4.3 Contrast (Minimum), there is one instance of contrast not meeting minimal standards identified on the Log-in screen for both iOS and Android.
302.3 Without Perception of Color	Software: Partially Supports	<p>The majority of the product is operable and understandable to users without perception of color. Exceptions include:</p> <ul style="list-style-type: none"> As described in 1.4.3 Contrast (Minimum), there is one instance of contrast not meeting minimal standards identified on the Log-in screen for both iOS and Android.
302.4 Without Hearing	Software: Partially Supports	<p>Captions are provided for all course videos. As described in 1.2.2 Captions (Pre-recorded), course videos are User Generated Content (UGC) and there may be inaccuracies in captions and transcripts.</p>
302.5 With Limited Hearing	Software: Partially Supports	<p>Captions are provided for all course videos. As described in 1.2.2 Captions (Pre-recorded), course videos are User Generated Content (UGC) and there may be inaccuracies in captions and transcripts.</p>

302.6 Without Speech	Software: Supports	The product does not require the use of speech.
302.7 With Limited Manipulation	Software: Partially Supports	The majority of the product is operable by users with limited manipulation. Exceptions include: <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, there is a feature that is not fully operable with the keyboard-only or with keyboard/AT combinations on the iOS app.
302.8 With Limited Reach and Strength	Software: Partially Supports	The majority of the product is operable to users with limited reach and strength. Exceptions include: <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, there is a feature that is not fully operable with the keyboard-only or with a keyboard/AT combinations on the iOS app.
302.9 With Limited Language, Cognitive, and Abilities	Software: Supports	Because there is a wide spectrum of cognitive disabilities, it is difficult to determine all potential issues, however an effort has been made to ensure that potentially challenging interactions are identified and mitigated.

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not Applicable	The product is designed to interface with native platform accessibility features.
502.2.2 No Disruption of Accessibility Features	Supports	The product does not interfere with platform accessibility features.
502.3 Accessibility Services		
502.3.1 Object Information	Partially Supports	The product exposes to AT the name, role and state or value of most objects with some exceptions. Some instances missing object information have been identified.
502.3.2 Modification of Object Information	Supports	States and properties that can be set by the user can set programmatically, including through AT.

502.3.3 Row, Column, and Headers	Supports	No data tables were identified.
502.3.4 Values	Supports	The values associated with objects/input controls are programmatically available to AT.
502.3.5 Modification of Values	Supports	Values that can be set by the user shall be capable of being set programmatically, including through AT.
502.3.6 Label Relationships	Supports	Label relationships are appropriately exposed to assistive technologies.
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships are programmatically determinable.
502.3.8 Text	Supports	The content of text objects, text attributes, and the boundary of text rendered to the screen can be programmatically determinable, and are exposed to AT.
502.3.9 Modification of Text	Supports	Text that can be set by the user can be set programmatically, including through AT.
502.3.10 List of Actions	Supports	A list of all actions that can be executed on an object can be programmatically determined.
502.3.11 Actions on Objects	Partially Supports	Some instances of controls in the product are not available or clear to AT.
502.3.12 Focus Cursor	Supports	Visible focus indicators are used to track focus, text insertion point, and selection attributes of user interface components.
502.3.13 Modification of Focus Cursor	Supports	Focus, text insertion point, and selection attributes that can be set by the user can be set programmatically, including through the use of AT.
502.3.14 Event Notification	Partially Supports	One issue was identified for change notification. When a user is browsing courses, there is no loading status exposed to AT.
502.4 Platform Accessibility Features	Not Applicable	The product is not platform software.
<u>503 Applications</u>		
503.2 User Preferences	Supports	The product does not interfere with native platform user preferences.
503.3 Alternative User Interfaces	Not Applicable	The product does not provide an alternative user interface.
<i>503.4 User Controls for Captions and Audio Description</i>		

503.4.1 Caption Controls	Supports	Caption controls are provided for all synchronized media.
503.4.2 Audio Description Controls	Does not Support	Audio description controls are not provided for synchronized media.
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	The product is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The product is not an authoring tool.
504.3 Prompts	Not Applicable	The product is not an authoring tool.
504.4 Templates	Not Applicable	The product is not an authoring tool.

Chapter 6: [Support Documentation and Services](#)

Notes: The platform leverages a 3rd party product for support services. The 3rd party product was not evaluated.

EN 301 549 Report

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Software: Partially Supports	<p>The majority of the product is operable and understandable to users without vision. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 1.2.3 Audio Description or Media Alternative (Prerecorded) and 1.2.5 Audio Description (Prerecorded), transcripts and audio descriptions are not included with any synchronized media. As described in 1.3.1 there is one instance in which adequate context is not provided. This occurs on the iOS course

		<p>preview, in which the course rating value is announced via AT only as the numeric value without context that this number represents the course rating.</p> <ul style="list-style-type: none"> As described in 2.2.1 Timing Adjustable, some users may have difficulty interacting with the controls due to the limited time that they are exposed. As described in 2.1.1 Keyboard, there is at least one feature that is not fully operable with the keyboard-only or with a keyboard/AT combination. As described in 4.1.2 Name, Role, Value, some controls are missing necessary name, role, state, and value information. When swiping with iOS/Voiceover some courses and course information are bypassed without any indication for users without vision.
4.2.2 Usage with limited vision	Software: Partially Supports	<p>The majority of the product is operable and understandable to users with limited vision. However, in addition to issues indicated in the above section (302.1 Without Vision) that also apply to users with limited vision, exceptions include:</p> <ul style="list-style-type: none"> As described in 1.4.3 Contrast (Minimum), there is one instance of contrast not meeting minimal standards identified on the Log-in screen for both iOS and Android.
4.2.3 Usage without perception of colour	Software: Partially Supports	<p>The majority of the product is operable and understandable to users without perception of color. Exceptions include:</p> <ul style="list-style-type: none"> As described in 1.4.3 Contrast (Minimum), there is one instance of contrast not meeting minimal standards identified on the Log-in screen for both iOS and Android.
4.2.4 Usage without hearing	Software: Partially Supports	<p>Captions are provided for all course videos. As described in 1.2.2 Captions (Pre-recorded), course videos are User Generated Content (UGC) and there may be inaccuracies in captions and transcripts.</p>
4.2.5 Usage with limited hearing	Software: Partially Supports	<p>Captions are provided for all course videos. As described in 1.2.2 Captions (Pre-recorded), course videos are User Generated Content (UGC) and there may be inaccuracies in captions and transcripts.</p>
4.2.6 Usage without vocal capability	Software: Supports	<p>The product does not require the use of speech.</p>
4.2.7 Usage with limited manipulation or strength	Software: Partially Supports	<p>The majority of the product is operable by users with limited manipulation. Exceptions include:</p>

		<ul style="list-style-type: none"> As described in 2.1.1 Keyboard, there is a feature that is not fully operable with the keyboard-only or with keyboard/AT combinations on the iOS app.
4.2.8 Usage with limited reach	Software: Partially Supports	<p>The majority of the product is operable to users with limited reach and strength. Exceptions include:</p> <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, there is a feature that is not fully operable with the keyboard-only or with keyboard/AT combinations on the iOS app.
4.2.9 Minimize photosensitive seizure triggers	Software: Supports	The product does not contain flashing or blinking content.
4.2.10 Usage with limited cognition	Software: Supports	Because there is a wide spectrum of cognitive disabilities, it is difficult to determine all potential issues, however an effort has been made to ensure that potentially challenging interactions are identified and mitigated.
4.2.11 Privacy	Software: Supports	The product does not interfere with standard OS/Browser/AT controls and settings.

Chapter 5: [Generic Requirements](#)

Notes: Not Applicable

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes: Not Applicable

Chapter 7: [ICT with Video Capabilities](#)

Notes: Not Applicable

Chapter 8: [Hardware](#)

Notes: Not Applicable

Chapter 9: [Web \(see \[WCAG 2.1 section\]\(#\)\)](#)

Notes: See WCAG 2.1 section.

Chapter 10: [Non-Web Software](#)

Notes: Not Applicable

Chapter 11: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
11.0 General		
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology		
11.5.1 Closed functionality (informative)		
11.5.2 Accessibility services		
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Supports	The product is designed to interface with native platform accessibility features. See information in 11.5.2.5 through 11.5.2.17 for details.
11.5.2.4 Assistive technology	Not Applicable	This product is not AT.
11.5.2.5 Object information	Partially Supports	The product exposes to AT the name, role and state or value of most objects with some exceptions. Some instances missing object information were identified.
11.5.2.6 Row, column, and headers	Supports	No data tables were identified in testing.
11.5.2.7 Values	Supports	The values associated with objects/input controls are programmatically available to AT.
11.5.2.8 Label relationships	Supports	Label relationships are appropriately exposed to assistive technologies.
11.5.2.9 Parent-child relationships	Supports	Hierarchical relationships are programmatically determinable.
11.5.2.10 Text	Supports	All text is accessible to AT.
11.5.2.11 List of available actions	Partially Supports	Some instances of controls in the product are not available or clear to AT.
11.5.2.12 Execution of available actions	Partially Supports	The product allows AT to perform most actions on objects As noted in 2.1.1 Keyboard , some actions can not be executed with a keyboard.

11.5.2.13 Tracking of focus and selection attributes	Supports	The product exposes focus, text insertion point, and text selection to AT.
11.5.2.14 Modification of focus and selection attributes	Partially Supports	The product enables AT to change focus, text insertion point, and selection attributes of where the user can modify these items.
11.5.2.15 Change notification	Partially Supports	One issue was identified for change notification. When a user is browsing courses, there is no loading status exposed to AT.
11.5.2.16 Modifications of states and properties	Partially Supports	The product allows AT to modify states and properties of most controls and inputs.
11.5.2.17 Modifications of values and text	Supports	The values and text of relevant user interface elements can be modified by assistive technologies using the input methods of the platform.
11.6 Documented accessibility usage		
11.6.1 User control of accessibility features	Not Applicable	The product is not platform software.
11.6.2 No disruption of accessibility features	Supports	No disruption of native accessibility features were identified.
11.7 User preferences	Supports	The product does not interfere with native platform user preferences.
11.8 Authoring tools		
11.8.1 Content technology		
11.8.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	This product is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	This product is not an authoring tool.
11.8.5 Templates	Not Applicable	This product is not an authoring tool.

Chapter 12: [Documentation and Support Services](#)

Notes: The platform leverages a 3rd party for support services. The 3rd party was not evaluated.

Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable

Legal Disclaimer

Copyright © 2021, Udemy, Inc. This report represents Udemy's evaluation of the product described above as of the Report Date listed above. We cannot guarantee that the information in this report will remain accurate after the Report Date, as we continually improve and add to our products. **The information in this Accessibility Conformance Report is provided on an "as is" basis and for informational purposes only.**