



Practice Labs™
The IT competency hub

Practice Labs Accessibility Conformance Report

Revised Section 508 Edition
VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version

Practice Labs Web Application version 4.7.8

Product Description

Practice Labs is a platform used for online IT training. The web interface provides users with access to learning content and hosted virtual and physical environments over the internet.

Report Date

20th January 2020

Contact Information

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Notes

Practice Labs is committed to creating and offering Products and services that conform to accessibility standards based on the Web Content Accessibility Guidelines 2.1 (WCAG 2.1) and the Revised Section 508 Standards 2018.

This VPAT report aims at detailing the degree of conformance to these standards. Where deviations or shortfalls are uncovered, Practice Labs aims at addressing these issues where possible after they are identified.

This VPAT document covers the Practice Labs Web application interface and the learning material produced by Practice Labs.

It does not cover the accessibility features of remote devices hosted in our labs, their content, and applications accessed through Practice Labs Web Application Interface.

Users and buyers are encouraged to refer to individual Product's accessibility documentation.

Evaluation Methods Used

Accessibility testing as per section 508 and WCAG 2.1 AA guidelines.

- Testing using screen readers JAWS 18 (Windows)
- Compatibility testing on multiple combinations, as per the matrix below This test matrix was optimized to ensure sufficient test coverage across multiple OS/ Browser and Screen Reader combinations.1 Full Audit was performed on Win 10/ Chrome with JAWS 18.

Platform	IE Edge	Chrome (latest)
Win 10	Browser Zoom/ High Contrast	JAWS 18

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 Corrections to the ICT Final Rule	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.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	<p>Images in the application contain relevant alternative text however there are few exceptions as mentioned below.</p> <p>Exception: Sufficient alt text is missing for some images within learning content.</p>
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Transcripts are available for all informative videos.
1.2.2 Captions (Prerecorded) (Level A)	Supports	All informative videos contain synchronized closed captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Application contains only mouse movement it does not require any audio description.
1.3.1 Info and Relationships (Level A)	Partially Supports	<p>Screen readers properly identify most of the information available in the application. Visually impaired users are easily able to perceive the relationships between a particular element and its role. However, there are a few exceptions where visually impaired users may have difficulties in understanding the information and its corresponding relationship.</p> <p>Exception: Screen readers do not identify remote device information using arrow and tab keys.</p>
1.3.2 Meaningful Sequence (Level A)	Supports	Sequence of content present in the application is meaningful and appropriate and does not affect the meaning of the provided content.
1.3.3 Sensory Characteristics (Level A)	Supports	No information is present in the application which is based on sensory characteristics such as shape, size, location, sound etc.
1.4.1 Use of Color (Level A)	Supports	"Retired" labels are provided for all titles to make distinguish between the other titles for visually impaired users while navigating the page using arrows and tab keys.
1.4.2 Audio Control (Level A)	Not applicable	No audio multimedia content present in the application.
2.1.1 Keyboard (Level A)	Partially Supports	<p>Most of the interactive elements present in the application are accessible using tab key without need of mouse interaction.</p> <p>Exception: Arrow keys are do not work on remote devices.</p>
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus moves sequentially and it is convenient to access the functionality throughout the application.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	All shortcut keys work with the screen reader.
2.2.1 Timing Adjustable (Level A)	Support	
2.2.2 Pause, Stop, Hide (Level A)	Partially supports	<p>Essential animations are used to show progress status of lab devices powering up or resetting.</p> <p>Auto updating is used in some areas such as logs or connection feedback.</p>

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Partially Supports	<p>Focus moves in a correct sequence order in the application from left to right and top to bottom.</p> <p>Exception: Screen reader focus shift to background content when dialog is in open state using up arrow key.</p>
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	<p>Most of the Links are provided with appropriate link text and users will be able to understand the purpose of the link from its link text.</p> <p>Exception: Insufficient link text is provided for retired titles.</p>
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Evaluated	
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not Evaluated	
2.5.3 Label in Name (Level A 2.1 only)	Supports	
2.5.4 Motion Actuation (Level A 2.1 only)	Not Evaluated	
3.1.1 Language of Page (Level A)	Supports	Appropriate document language is specified on each page of the application. Lang attribute in html lang as per the specification, set to lang="en".
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.3.1 Error Identification (Level A)	Partially Supports	Exception: Screen reader does not notify validation errors automatically after selecting "Update" button on when changing password.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Exception: Insufficient labeling provided for more info buttons within the setting tab.
4.1.1 Parsing (Level A)	Supports	The Practice Labs website leverages HTML5. HTML4 and later support this requirement.
4.1.2 Name, Role, Value (Level A)	Partially Supports	<p>Interactive elements present in the application contain appropriate role and state however there are few instances where screen reader does not notify the state automatically.</p> <p>Exception 1: Screen reader does not notify "Busy" state automatically.</p> <p>Exception 2: Screen reader does not identify expand/collapse state of Server Name button.</p>

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Application does not contain any live multimedia.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.3.4 Orientation (Level AA 2.1 only)	Not Evaluated	
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than the standard ratio 4.5:1 Exception 1: Color contrast ratio of Done button for email and password fields on settings page.
1.4.4 Resize text (Level AA)	Supports	There is no distortion, truncation or overlapping up to 200% browser zoom.
1.4.5 Images of Text (Level AA)	Partially Supports	In older labs, content may contain images of informative text.
1.4.10 Reflow (Level AA 2.1 only)	Supports	No horizontal scrollbar appears at 400% browser zoom.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	Icons in the application meet contrast ratio 3:1
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	Application is compliant with WCAG text spacing requirements.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Appropriate tooltip present for all informative icons.
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	Headings and Labels in the Practice Lab application provide sufficient detail of the content they are describing.
2.4.7 Focus Visible (Level AA)	Supports	Focus indicator is present in the application and it is properly visible throughout the application for all interactive elements.
3.1.2 Language of Parts (Level AA)	Not Applicable	English is the primary and only language of the application. There are no phrases or sentences written in any other language, which need to be defined separately.
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	A navigation section occurring repetitively in each page of the application is consistent in the same relative order and same location throughout the pages. All types of users, including screen reader users, low vision users, users with cognitive disabilities, and keyboard users are able to access it in a predictive manner without any confusion.
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	
4.1.3 Status Messages (Level AA 2.1 only)	Supports	

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<ul style="list-style-type: none">• Audio to support screen readers may not be available remote devices within labs.• Remote devices within labs may not support assistive technology.• Some remote devices may have selective assistive technology enabled.
302.2 With Limited Vision	Partially Supports	<ul style="list-style-type: none">• User interface screenshots within Title content on older labs may appear blurry when zoomed.• Resolution of some remote devices in labs may not be adjustable.
302.3 Without Perception of Color	Partially Supports	Change of email address form field uses color as a means of showing validation success.
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Not Applicable	
302.6 Without Speech	Not Applicable	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Support	Documentation highlights the accessibility and compatibility features.
602.3 Electronic Support Documentation	Support	Application contains relevant documentation that highlights the accessibility and compatibility features.
602.4 Alternate Formats for Non-Electronic Support Documentation	Support	Application contains relevant documentation that highlights the accessibility and compatibility features.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Does not Support	The contact information describes that customers can call or email customer services and request information related to accessibility.
603.3 Accommodation of Communication Needs	Does not Support	There is no information available for users regarding any other assistance or support.

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