FORTRA™

Terranova Accessibility Conformance Report

Revised Section 508 Edition
(Based on VPAT® Version 2.5)

Name of Product/Version:

Terranova Learning Zone 1.105.2

Report Date:

Oct 2024

Product Description:

A SaaS LMS (Software as a Service - Learning Management System) platform allows companies to distribute training content to their audience, which can include employees, students, or partners.

Contact Information:

Fortra provides this accessibility conformance report for general information on an 'as is' basis. For formal representations on this report, please contact accessibility.terranova@fortra.com.

Evaluation Methods Used:

The Terranova Learning Zone was evaluated using Chrome on a Windows 11 laptop. Automated testing included LambdaTest Accessibility DevTools. Manual testing was performed using keyboard-only and guided testing with Accessibility Insights for Web. Assistive technologies used in this evaluation include NVDA (screen reader) with Firefox and Glassbrick screen magnifier.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

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

- Chapter 3 – Functional Performance Criteria
- Chapter 6 – Support Documentation and Services

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A and AA

Note:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Images should have descriptive (alt) text. Exceptions: • The logo alt text uses 'Logo' is not descriptive. • The star icon representing 'Mandatory' is hidden from screen readers with no accessible name. • The status icon in the table does not have an accessible name and is hidden from screen readers. • The Security Awareness Index canvas chart lacks context or descriptive text. • The Courses table lacks alt description context for the certificate image.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Any audio-only content should also be conveyed in text. Any audio content with no audio track should also be described in text but could also be described with audio.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The audio in videos should be captioned.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Actions, descriptions, and other important non-audio content in videos should be described in captions or a separate audio track.
1.2.4 Captions (Live) (Level AA)	Not Applicable	Live videos that include audio should be captioned.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Provide audio descriptions where the visual aspect is not explained in the dialog of the video.
1.3.1 Info and Relationships (Level A)	Partially Supports	Information or relationships between content that is visual is also conveyed through the code, via HTML or ARIA (for example, the (for) attribute on a form label, or aria-describedby on an input that has hint text). Exceptions: • ARIA role table has a child element of <table> which is not allowed. • The <table> element has an id 'tableCourses' that is already in use. • The <div> element has an id 'divChart' that is already in use. • Multiple elements with 'navigation' landmark within the same parent region are not unique and have the same label. • Elements styled as a heading are not headings.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	The visual presentation of the content matches what's read out by a screen reader. Exceptions: • The elapsed time and passing scores are not announced in the page header. • The ARIA tables announce duplicated table rows and cells content throughout.
1.3.3 Sensory Characteristics (Level	Supports	Nothing is referred to just by its color, size, position, shape, and so on.

Criteria	Conformance Level	Remarks and Explanations
A)		Avoid referring to visual indicators, like "the red button," or "the left-hand side of the page," or "the square box."
1.3.4 Orientation (Level AA)	Supports	Devices can be used in any orientation.
1.3.5 Identify Input Purpose (Level AA)	Supports	Ensure that the purpose of a form input collecting information about the user can be programmatically determined
1.4.1 Use of Color (Level A)	Partially Supports	Color shouldn't be the only thing used to convey meaning. Exceptions: • Links lack visual cues. • Close button lacks hover state. • Accordion links lack hover, focus, and active states.
1.4.2 Audio Control (Level A)	Not Applicable	Auto playing audio that lasts more than 3 seconds can be turned down or stopped.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Text has a contrast ratio of 4.5 to 1. Large text can be a 3 to 1 ratio if it's over 24px, or bold and over 19px. Exceptions: • Course titles have insufficient color contrast of 2.64. • SAI 0-20 has insufficient color contrast of 3.39. • SAI title has insufficient color contrast of 2.00. • SAI Over Time chart o The chart text has insufficient color contrast of 3.8. • The SAI Over Time chart <canvas> has a transparent background causing color issues in high contrast mode.
1.4.4 Resize text (Level AA)	Supports	The page is fully responsive. The content adjusts and is readable and usable when the zoom is set to 200%.
1.4.5 Images of Text (Level AA)	Partially Supports	If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text. Exceptions:

Criteria	Conformance Level	Remarks and Explanations

		• SAI Over Time chart
		  ○ The initial font size is very small and difficult to read.
		  ○ The aria-label could be more descriptive for what is shown in the chart.

1.4.10 Reflow (Level AA)	Partially Supports	Content can be enlarged without requiring horizontal scrolling at 400%. Exceptions: • HTML Tables
1.4.11 Non-text Contrast (Level AA)	Partially Supports	Ensure meaningful visual cues achieve 3:1 against the background. Exception: • SAI Over Time chart ○ The line graph has an insufficient color contrast of 1.4.
1.4.12 Text Spacing (Level AA)	Supports	Users can adjust text spacing to make it easier to read.
1.4.13 Content on Hover/Focus (Level AA)	Supports	If hover or focus causes content changes, ensure interaction is predictable.
2.1.1 Keyboard (Level A)	Partially Supports	All functionality is accessible by keyboard alone. Exceptions: • The language selector is not keyboard accessible. • The switch component lacks keyboard interaction to turn on or off.
2.1.2 No Keyboard Trap (Level A)	Supports	There shouldn't be a situation where you enter an element with the keyboard and can't get back to where you were.
2.1.4 Character Key Shortcuts (Level A)	Supports	Ensure character-only shortcut keys can be turned off or modified.
2.2.1 Timing Adjustable (Level A)	Does Not Support	Time limits should be avoided unless they're able to be extended.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Automatically moving/animating content that lasts more than 5 seconds

Criteria	Conformance Level	Remarks and Explanations
		should be able to be stopped or hidden.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Nothing flashes, blinks, or flickers more than three times in one second.
2.4.1 Bypass Blocks (Level A)	Does Not Support	(Skip links) are available for keyboard users to jump past navigation or repeated page elements.
2.4.2 Page Titled (Level A)	Partially Supports	Each page has a unique <title> that describes what's on that page. Exceptions: • The Service and Security Index pages have the same page title. • Page titles lack clearly identifying the page contents.
2.4.3 Focus Order (Level A)	Partially Supports	When a keyboard user tabs through a page, the order goes from top to bottom and left to right, as you would read the page. Exceptions: • The language selector lacks keyboard focus. • The toggle switch has focus but lacks functionality using keyboard.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	It is clear where a link will take you from either: the link itself or the information in the sentence leading up to the link. Exceptions: • Some links lack descriptive text. • Duplicate links will go to different destinations without context until selected. • Adjacent links go to the same URL. • Using aria-label when link text is sufficient.
2.4.5 Multiple Ways (Level AA)	Supports	Header navigation is not the only way to get around a website; there's another way, such as on-page links, a sitemap, or a site-wide search.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Headings and labels describe topic or purpose. Exceptions: • The Security Awareness Index page has two H1 headings and is not

Criteria	Conformance Level	Remarks and Explanations
		consistent with the accordion headings on the homepage. • Element <p> not allowed as child element of <h1>. • All table headers should define a valid scope attribute, which tells assistive technologies what table cell the header refers to. • Courses table lacks a heading for the certificate column. • H3 headings include the same title attributes.
2.4.7 Focus Visible (Level AA)	Does Not Support	There's visible keyboard focus styling to indicate which element you're currently focused on. Exceptions: • All pages lack visible focus styling with clear contrast.
2.5.1 Pointer Gestures (Level A)	Not Applicable	Let users operate touchscreens with one finger and reduced gestures.
2.5.2 Pointer Cancellation (Level A)	Supports	Reduce accidental activation of controls.
2.5.3 Label in Name (Level A)	Partially Supports	Exceptions: • Icons with no visible text lack an accessible name.
2.5.4 Motion Actuation (Level A)	Not Applicable	Content is not dependent on a user's ability to move a device.
3.1.1 Language of Page (Level A)	Supports	There's a lang attribute on the <html> element that matches the language of the page.
3.1.2 Language of Parts (Level AA)	Does Not Support	Any parts of the page that are in a different language to the page itself are marked up with the appropriate lang value. Names and phrases *derived* from other languages, like "Déjà vu" in English, don't need this. Exceptions: • The language selector individual language codes are not pronounced correctly in screen reader. • The text of each link in the language selector is missing the name of the language, in that language.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Supports	Nothing unexpected changes when something on the page receives keyboard focus, like a <button>.
3.2.2 On Input (Level A)	Supports	Nothing unexpected changes when the value of a form field is chosen.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation is consistent from page to page.
3.2.4 Consistent Identification (Level AA)	Supports	Things that carry out a particular function should always look and work the same.
3.3.1 Error Identification (Level A)	Supports	Error/validation messages should be communicated in text to help the user successfully proceed.
3.3.2 Labels or Instructions (Level A)	Supports	Labels or instructions are provided when content requires user input.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Error/validation messages should provide suggestions to help the user successfully proceed. • The Change Credentials password reset form allows repeated same numbers, letters, or symbols to be set as the password without error messaging.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Important forms like a legal agreement or submitting financial information offer the opportunity to check the information entered before sending.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	Partially Supports	The semantic meaning of every interactive element (form controls, links, headings, landmarks, tables, and so on) is correct, and each has an accessible name. Exceptions:

Criteria	Conformance Level	Remarks and Explanations
		- The attribute aria-label is not valid on a div elements. - There are several instances where a <span> is used for an accessible name but is misused and ignored by screen reader. - The attribute aria-expanded is not valid for the <a> element with an implicit ARIA role "none". - The HTML <nav> element does not require ARIA role 'navigation'. - ARIA attribute element ID does not exist on the page for New Password. - The ARIA table role is used on HTML tables. - Different tables do not have unique IDs. - Divs are used for <p> elements. - A region role is misused with an aria-label.
[4.1.3 Status Messages](#) (Level AA)	Supports	Let assistive technology notify users about status changes that don't take focus.

Table 2: Success Criteria, Level AAA

Notes: Not Evaluated.

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Notes:

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product does not fully support users without vision, see Table 1, Success Criteria, Level A and AA.
302.2 With Limited Vision	Partially Supports	The product does not fully support users with limited vision, see Table 1, Success Criteria, Level A and AA.
302.3 Without Perception of Color	Partially Supports	The product does not fully support users without perception of color, see Table 1, Success Criteria, Level A and AA.
302.4 Without Hearing	Supports	Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Supports	Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.
302.6 Without Speech	Supports	Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.
302.7 With Limited Manipulation	Partially Supports	Some target areas are less than the required 24 x 24px. Font size is very small in some areas. Keyboard interaction needs improvement.
302.8 With Limited Reach and Strength	Supports	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Support for users with limited cognitive, language, and learning abilities varies and depends on the user's experience.

Chapter 4: Hardware

Notes: This product does not have hardware associated with it. This section has been removed.

Chapter 5: Software

Notes: This product does not have non-web software or authoring tools associated with it. This section has been removed.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does Not Support	
602.3 Electronic Support Documentation. Documentation in electronic format, including web-based self-service support, shall conform to WCAG 2.1 Level A and AA success criteria.	Partially Supports	The product guides in PDF. Exceptions: • Document title is showing in the title bar. • Nested heading issues. • Figures (embedded images) require alternate text. • Missing headers on tables. • Tables must have a summary. • Color contrast issues.

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided on request.	Does Not Support	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Does Not Support	
603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such IC support services shall accommodate the communication needs of individuals with disabilities.	Partially Supports	Support services shall be provided directly to the user or through a referral to a point of contact at support.terranova@fortra.com or by calling 1-800-328-1000. Exception: • Hearing-impaired customers have no relay service.

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