

CourseAvenue, LLC Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version

CourseAvenue Studio

Report Date

March 2021

Product Description

Course Authoring Software

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Notes

The focus of this conformance report is on the course output as produced by users using the Studio product and rendered using the HTML5-R player engine version 1.05 originally released in June of 2018.

Evaluation Methods Used

Testing is based on general product knowledge, experience with accessibility and Section 508 compliance.

Above and Beyond this VPAT

Unlike any other eLearning authoring product known to the author, as of this writing, CourseAvenue is the only product that has had the *output* of its base product (CourseAvenue *Studio*) certified by an independent 3rd party as capable of producing WCAG 2.0 compliant content. See [Appendix](#) below for more information.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

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

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: CourseAvenue Studio Player Engine output supports all applicable WCAG 2.0 Level A criteria

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>CourseAvenue Studio supports alt-text on media and closed captioning.</p> <p>NOTE: Graphics put into the media library can be shared across all courses. Once the alt-text is written once it can be consistent and shared across an organization.</p> <p>Need to make an update? Use the “where used” feature to see the impact of where any given media is used.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>The “audio script” is built-in to the CourseAvenue Player and can be easily maintained by any user in Studio.</p> <p>The Audio Script icon on the Player will appear only in there is actually audio script on the page. Unlike other tools, the author simply needs to paste in the text and the rest of the accessibility features are automatically applied by the CourseAvenue Studio Player.</p> <p>If leveraging the PowerPoint import feature, speaker noted are mapped to the audio script.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	CourseAvenue supports a wide-range of caption file formats (e.g. vtt, timed text, etc.). Videos and their respective closed captioning file(s) are put into the Media Library and can be shared across courses.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	“Alternative Media options” (e.g. Audio Described video) can be presented as options to learners in a variety of ways. In some cases, links to the AD Video can be supplied and in other cases, a “branch” to a completely different alternative to a video can be provided.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue Player provides a WCAG 2.x AA compliant structure for information and relationships “out of the box”.</p> <p>Unlike other authoring products, the CourseAvenue user is not required to interpret and apply accessibility rules in this area.</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue Player provides a WCAG 2.x AA compliant structure for providing learners with a meaningful sequence “out of the box”.</p> <p>Unlike other authoring products, the CourseAvenue user is not required to manually set the Focus Order for objects on the screen. The built-in, pre-validated framework does this automaticity and in a consistent fashion across all pages in a course.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The CourseAvenue Player comes pre-configured to meet this criteria. Authors can add instructions and text alternatives as necessary.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The CourseAvenue Player comes pre-configured to meet this criteria. Authors can add instructions and text alternatives as necessary
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue player leverages the native media controls of the browser.</p> <p>Unlike other authoring products, that require the user to understand and apply accessibility rules, by simply putting audio on the page, media controls will be activated and incorporated into the tab order and focus control. This in turn ensures a consistent user experience across all courses and authors.</p> <p>All controls are accessible by the keyboard and screen readers.</p>
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue Player provides keyboard support for all elements of a course.</p> <p>Unlike other authoring products, authors are NOT required to manually set a tab order or focus attributes for objects on the page.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No keyboard traps are present in the CourseAvenue Player. Unlike other authoring products, by leveraging the pre-built framework, authors do not have to concern themselves with building keyboard traps.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	By default CourseAvenue Studio courses are “self-paced”.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue player leverages the native media controls of the browser.</p> <p>Unlike other authoring products, that require the user to understand and apply accessibility rules for media controls by simply putting media on a page, the media controls will be activated and incorporated into the tab order and focus control. This in turn ensures a consistent user experience across all courses and authors.</p> <p>All controls are accessible by the keyboard and screen readers.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No aspect of CourseAvenue contain media that flashes more than three times per second.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: 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 	Supports	<p>The CourseAvenue player is pre-configured to meet this specification (both A and AA levels).</p> <p>Unlike other authoring products that leave this up to the author to interpret and design a solution for, CourseAvenue provides this “out of the box”.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue player is pre-configured to meet this specification (both A and AA levels).</p> <p>The browser and page titles have all been certified as being WCAG 2.0 AA conformant.</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue player is pre-configured to meet this specification (both A and AA levels).</p> <p>A logical and consistent focus order is automatically applied to the content on the pages. Focus order has been certified as being WCAG 2.0 AA conformant.</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue player is pre-configured to meet this specification (both A and AA levels).</p>
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue player is pre-configured to meet this specification (both A and AA levels).</p> <p>The Language of the Page is made available to on every page.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue player is pre-configured to meet this specification (both A and AA levels).</p> <p>When elements become On Focus, elements do not change the overall context.</p>
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue player is pre-configured to meet this specification (both A and AA levels).</p> <p>For example, for assessment questions CourseAvenue provides built-in user feedback displayed upon user input. This can be overridden by the author.</p> <p>Unlike other authoring products, the author does not have to set focus and/or manage keyboard access as these accessible attributes are built into the product.</p>
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The CourseAvenue player is pre-configured to meet this specification (both A and AA levels).</p> <p>For example, for assessment questions CourseAvenue provides built-in user feedback displayed upon user input. This can be overridden by the author.</p> <p>Unlike other authoring products, the author can simply set an attribute such as “try again” and all of the necessary accessibility elements are included.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The CourseAvenue player is pre-configured to meet this specification (both A and AA levels). The built-in labels and/or instructions provided have been reviewed and confirmed as being WCAG 2.0 AA conformant by an independent 3 rd party.
<u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The CourseAvenue XML structure has been reviewed and confirmed as being WCAG 2.0 AA conformant by an independent 3 rd party.
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Validated: The CourseAvenue Player Engine has been confirmed as being WCAG 2.0 AA conformant by an independent 3 rd party, hence meeting this criteria.

Table 2: Success Criteria, Level AA

Notes: CourseAvenue Studio Player Engine output supports all applicable criteria in the following table.

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	CourseAvenue does not use real-time broadcasts.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	If the video requires an AD version, that can also be placed into the CourseAvenue Media library and shared across courses.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Validated: All default content font colors, button images and included “Player Skins” produced by CourseAvenue meet the AA level for contrast. This site provides handy information about checking for Contrast: https://webaim.org/resources/contrastchecker/</p> <p>See pre-validated Reference Course for an example.</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Validated: The author is not required to have knowledge of this attribute because the default CourseAvenue Player engine will meet this requirement.</p> <p>See pre-validated Reference Course for an example.</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No CourseAvenue included elements rely solely on images of text. Authors are discouraged from relying on Images of Text by leveraging either alt-text, body text or other “text as media” objects.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: 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 	Supports	<p>Validated: CourseAvenue’s provided navigation features come pre-validated to meet this attribute. Authors are not required to code for this attribute.</p> <p>See pre-validated Reference Course for an example.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Validated: CourseAvenue’s provided headings, labels, navigation features and generated browser and other course authored headings and labels are managed by the CourseAvenue Player Engine.</p> <p>See pre-validated Reference Course for an example.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Validated: A rectangle highlights the object that currently has focus when learners use keyboard navigation.</p> <p>See pre-validated Reference Course for an example.</p>
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: 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 	Supports	<p>Validated: The CourseAvenue Player Skin Engine provides consistent navigation across all pages in a course and course elements within a course. The author of the course does not have to be concerned with this.</p> <p>See pre-validated Reference Course for an example.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: 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 	Supports	<p>Validated: The CourseAvenue Player Skin Engine provides consistent identification across all pages in a course and course elements within a course. The author of the course does not have to be concerned with this.</p> <p>See pre-validated Reference Course for an example.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Validated: The CourseAvenue Player Skin Engine provides consistent identification across all pages in a course and course elements within a course. The author of the course does not have to be concerned with this.</p> <p>See pre-validated Reference Course for an example.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>CourseAvenue provides a number of options for enabling user confirmation, acceptance and/or re-confirmation of data before submission. Authors can design pages to require an explanation be provided before or after capturing information from a learner.</p>

Revised Section 508 Report

Notes: CourseAvenue Studio Player Engine output supports all applicable Revised Section 508 accessibility guidelines as described in the following tables.

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

Notes: CourseAvenue Studio Player Engine output supports all applicable criteria in the following table.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Studio Player Engine output supports screen readers and keyboard navigation.
302.2 With Limited Vision	Supports	Studio Player Engine output supports screen readers and keyboard navigation, zoom text and “pinch zoom” on mobile devices
302.3 Without Perception of Color	Supports	Default output supports learners without the perception of color and does not override user defined settings to enhance color contrast.
302.4 Without Hearing	Supports	Studio Player Engine supports audio transcripts and video closed captioning.
302.5 With Limited Hearing	Supports	Studio Player Engine supports audio transcripts and video closed captioning.
302.6 Without Speech	Supports	Studio Player Engine does not require speech input.
302.7 With Limited Manipulation	Supports	Studio Player Engine is keyboard accessible.
302.8 With Limited Reach and Strength	Supports	Studio Player Engine output can be navigated by mouse, touchscreen, and keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Authors have complete control over course content to tailor for their intended audience.

Chapter 4: [Hardware](#)

Notes: This chapter does not apply to CourseAvenue Studio Player Engine output as it does not have any hardware components.

Chapter 5: [Software](#)

Notes: CourseAvenue Studio Player Engine output supports all applicable software criteria as described in the table below.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in the WCAG 2.0 section above
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not Applicable	This criterion applies to platform software, such as Microsoft Windows and Google Chrome, rather than the HTML output that the Studio Player Engine publishes for these platforms.
502.2.2 No Disruption of Accessibility Features	Supports	Studio Player Engine course output works with the learner’s operating system and web browser accessibility features.
502.3 Accessibility Services	Not Applicable	Criteria 502.3.1 through 502.3.14 apply to platform software, such as Microsoft Windows and Google Chrome, rather than the HTML output that the Studio Player Engine publishes for these platforms.
502.3.1 Object Information	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.2 Modification of Object Information	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.3 Row, Column, and Headers	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.4 Values	Not Applicable	See section 502.3 Remarks and Explanations above.

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.6 Label Relationships	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.7 Hierarchical Relationships	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.8 Text	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.9 Modification of Text	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.10 List of Actions	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.11 Actions on Objects	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.12 Focus Cursor	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.13 Modification of Focus Cursor	Not Applicable	See section 502.3 Remarks and Explanations above.
502.3.14 Event Notification	Not Applicable	See section 502.3 Remarks and Explanations above.
502.4 Platform Accessibility Features	Not Applicable	This criterion applies to platform software, such as Microsoft Windows and Google Chrome, rather than the HTML output that the Studio Player Engine publishes for these platforms.
<u>503 Applications</u>		
503.2 User Preferences	Supports	Learners can use custom stylesheets or browser extensions to swap fonts, enlarge the font size, increase the line spacing, and more to make content easier to read.
503.3 Alternative User Interfaces	Supports	Courses support platform accessibility services, such as screen readers.

Criteria	Conformance Level	Remarks and Explanations
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Supports	Caption controls are provided natively by the learner's browser.
503.4.2 Audio Description Controls	Supports	Authors can add an extended description to a video.
<u><i>504 Authoring Tools</i></u>		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	CourseAvenue Studio preserves alt text when importing content from PowerPoint.
504.2.2 PDF Export	Not Applicable	CourseAvenue Studio does not export to PDF files.
504.3 Prompts	Supports	Media Library items encapsulate related accessibility data that can be used by multiple courses.
504.4 Templates	Supports	All Page Layout templates provide correct focus order to accessibility tools.

Chapter 6: Support Documentation and Services

Notes: CourseAvenue Studio features are documented electronically in the form of learning center courses. Additional support is available for licensed users at support@courseavenue.com

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>		
<u><i>602 Support Documentation</i></u>		
602.2 Accessibility and Compatibility Features	Supports	Courses on Studio features are delivered using the Studio Player Engine output see this VPAT for details.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All CourseAvenue Studio documentation is electronic.
<u><i>603 Support Services</i></u>		
603.2 Information on Accessibility and Compatibility Features	Supports	We provide support via email, user guides, training webinars and eLearning courses.
603.3 Accommodation of Communication Needs	Supports	This report covers CourseAvenue Studio Player Engine output and not the authoring tool interface. We support all of our customer's communication needs via our support department based on their communication requirements.

Appendix: [CourseAvenue](#)

The following is a list of accessible attributes that have been deemed as being certified for WCAG 2.0 AA conformance by an independent third-party. In other words, as opposed to CourseAvenue simply completing this VPAT by ourselves, we had a third-party review, audit and certify a “reference course” as produced using our standard *Studio* product. Please contact us for further discussion and/or a review of these findings. Below is a summary of this independent third-party certification (ITC) review:

Id	Learning Requirement	CourseAvenue ITC Status
1.1	An eLearning solution that that provides independent third-party audit and certification (ITC) of Section 508 Compliance of its eLearning output. Specifically demonstrating WCAG 2.0 AA conformance level	Passed
1.2	The third-party performing certification of the components must be executed by a reputable Section 508 firm with no less than 5-years in business and at least 10 complete eLearning audit and certifications.	Passed
1.3	Vendor must provide credentials for third-party certifier including contact information and date the audit and certification were completed.	Passed
1.4	ITC components must include compliance and usability review of an overall instructional design paradigm for accessible eLearning.	Passed
1.5	ITC solution must include compliance and usability review of the logical progression through an entire course. “Logical progression” must account for a minimum of all “tab order” and “focus” and “feedback” elements of a course within the overall instructional design paradigm.	Passed
1.6	ITC must include compliance and usability review of individual page content including but not limited to page text, graphics (access to alt-text) navigational elements embedded in the text (e.g. links, and glossary terms).	Passed
1.7	ITC must include compliance and usability review for “learner branching” based on dynamic navigation from within a given page, enabling navigation from the page only once certain author defined criteria are met.	Passed
1.8	ITC must include compliance and usability review for “learner interactivity” for a minimum of, learner selectable “image pop up” (show detail upon clicking an image) , “click [topic] – show detail, and multi-state action buttons.	Passed
1.9	ITC must include compliance and usability review of scored and un-scored assessments that are presented within the context of a single course. Course must enable delivery of “content” pages, and multiple scored/un-scored assessments as one solitary course unit.	Passed
1.9.1	Scored and/or un-scored assessments must include compliant and useable presentation of a variety of question types. Specifically, fill-in-the-blank, matching, ordered list, multiple-choice question types..	Passed

Id	Learning Requirement	CourseAvenue ITC Status
1.9.2	Scored and/or un-scored assessments must include the authors option to set the “feedback” (e.g. no feedback, correct/incorrect, explanation) for the overall assessment. Setting the feedback option must then incorporate the appropriate accessibility response for the learner.	Passed
1.9.3	Scored and/or un-scored assessments must include the authors option to allow the learner to try again “n” times for a given question. Setting the try again option must then incorporate the appropriate accessibility response for the learner.	Passed
1.9.4	ITC solution must include compliance and usability review of integration of audio script for courseware that has audio components. As implied, any given page of content may utilize “voice over” audio – ITAC must account for presentation and navigation of audio script as necessary.	Passed
1.10	ITC solution must include compliance and usability review of keyboard navigation of all courseware elements where the function itself or the result of performing a function can be discerned textually. Keyboard functionality must account for short-cut keys, standard adaptive technology support in addition to general course navigation.	Passed
1.11	ITC must include compliance and usability review of learner help system that accounts for “accessible technology”.	Passed