

Digital Accessibility Centre Accessibility Conformance Report (VPAT®)

For Cornerstone on Demand – Recruiting

Revised Section 508 Edition

Company	CSOD
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Disclosure

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Document Control

Name of Product	Cornerstone on Demand – Recruiting
Client:	Cornerstone on Demand
Product Description:	Cornerstone on Demand eLearning application
Applicable Standards/Guidelines	<p>Revised Section 508 standards – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017</p> <p>Corrections to the ICT Final Rule – a correction to the Revised Section 508 standards, published by the US Access Board in the Federal Register on January 22, 2018</p> <p>Web Content Accessibility Guidelines 2.0 or WCAG 2.0 (ISO/IEC 40500), at http://www.w3.org/TR/2008/REC-WCAG20-20081211/</p>
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Interim Report Results

These are the results of the Digital Accessibility Centre accessibility audit in line with WCAG 2.0 requirements measured against AA standard, along with the Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017, including the Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018.

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/ Level A, Level AA, Level AAA	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes

Evaluation Methods Used

The **CSOD – Recruiting product** was tested using the following tools:

1. Automated testing (where appropriate)
2. Expert Review (technical compliance)
3. User testing (disabled end to end experience) by a minimum of 7 of our in-house disabled testers, some using assistive technologies such as:
 1. JAWS (16 or above) screen reader with Internet Explorer 11
 2. NVDA screen reader with Firefox
 3. Dragon naturally speaking 15.x
 4. ZoomText 10. X with Internet Explorer 11
 5. Ensure the service can be used without a mouse - Chrome
 6. Users with disabilities who do not require assistive software such as those with dyslexia, color blindness, anxiety/panic disorder

The following has been checked and reported on:

- Ability to interact with each step in each journey
- Ease of use and understanding
- Accessibility challenges
- WCAG 2.0 non-compliances

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:

- 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](#).

Conclusion

The 'Search Candidates' and 'Manage Requisition' pages have multiple barriers to accessibility which may prevent screen reader users and users who cannot use a mouse from interacting with the content. Screen reader users may encounter issues as there are form elements that do not have a programmatically associated label and there are also links which do not have a descriptive text element. There are grouped form elements which are not labelled correctly, users who rely on audio feedback may not be aware of the relationships between the input fields.

Aria has been used incorrectly on some elements, which may prevent users who rely on audio feedback from interacting with the elements. There are also elements that have duplicated ID's which may prevent assistive technology from interacting with the element with the duplicated ID correctly. Pages are present which do not have a heading structure and some pages have an illogical heading structure.

Users who cannot use a mouse may find that there are elements that are not accessible to users who cannot use a mouse and the tab order of some pages is not logical. There are also elements which have no visible focus highlighting mechanism. There is a modal present that has an internal scroll which users who cannot use a mouse will not be able to interact with.

Some link text has no visible indicator, such as an underline and the color contrast ratio from the surrounding text is not sufficient. Some users may not be aware that the elements are links.

Cornerstone are aware of the issues and are working towards a resolution.

Table 1: Success Criteria, Level A

Notes:

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) 	Web: Partially Supports	Web: There are icons present which do not have an alternative text attribute.
<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) 	Web: Not applicable	
<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) 	Web: Not applicable	
<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) 	Web: Not applicable	
<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) 	Web: Partially Supports	Web: There are pages present which have no structural heading mark up.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Web: There are tables which do not have the appropriate mark up.</p> <p>Web: There are form elements which do not have labels for users who rely on audio feedback.</p> <p>Web: There are elements which are mouse dependent.</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) 	Web: Supports	
<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) 	Web: Supports	
<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) 	Web: Partially Supports	<p>Web: There are some elements which rely on color alone to convey information.</p> <p>Web: There are links present which have no visible identifier and insufficient color contrast ratio from surrounding text.</p>
<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) 	Web: Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<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) 	Web: Partially Supports	Web: There are elements on some pages which are mouse dependent.
<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) 	Web: Partially supports	Web: There is a keyboard trap present within a text editor.
<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) 	Web: Not applicable	
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	
<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) 	Web: Supports	

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 	Web: Partially Supports	<p>Web: There is no skip to content link present.</p> <p>Web: There are iframes which do not have a title attribute.</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) 	Web: Supports	
<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) 	Web: Partially Supports	<p>Web: The tab order of some pages is not logical.</p> <p>Web: There are non-interactive elements which have been included in the tab order of the page.</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) 	Web: Partially supports	Web: There are links present on the page with no descriptive text.
<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) 	Web: Supports	
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p>	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>3.2.2 On Input</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) 	Web: Supports	
<u>3.3.1 Error Identification</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) 	Web: Supports	
<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) 	Web: Partially Supports	Web: There are form elements present which do not have a programmatically associated label.
<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) 	Web: Partially supports	Web: There are instances where ID's have been duplicated and may cause issues for users of assistive technology. Aria has been used incorrectly on some elements.
<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) 	Web: Partially supports	We: There are expandable elements which do not inform the user of the state.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none">• 504.2 (Authoring Tool)• 602.3 (Support Docs)		Web: There are elements that are mouse dependent. Web: There are elements which are not visible on screen but can still be read with screen reading software

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</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) 	Web: Not applicable	
<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) 	Web: Not applicable	
<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) 	Web: Partially supports	Web: There are text elements which fail to meet the minimum required color contrast ratio.
<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) 	Web: Supports	
<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) 	Web: Supports	

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 	Web: Supports	
<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) 	Web: Partially Supports	Web: There are pages present which have no structural heading mark up.
<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) 	Web: Partially supports	Web: There are elements which do not have a visible focus highlighting mechanism.
<p><u>3.1.2 Language of Parts</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) 	Web: Supports	
<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 	Web: Supports	

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 	Web: Supports	
<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) 	Web: Supports	
<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) 	Web: Supports	

Table 3: 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	<p>Web: There are form elements which do not have a programmatically associated label.</p> <p>There are links which do not have a descriptive text element.</p> <p>Aria has been used incorrectly on some elements.</p> <p>There are elements which have duplicated ID's.</p> <p>There are tables present which do not have the correct mark up to enable screen reader user to read the content.</p> <p>Pages are present which do not have a heading structure.</p> <p>Some pages have an illogical heading structure.</p> <p>There are expandable elements which do not inform users of the state of the element.</p>
302.2 With Limited Vision	Supports	<p>Text elements may not have a sufficient contrast ratio for users with limited vision.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>There are links with no visible indicator which have insufficient color contrast ratio from the surrounding text.</p> <p>Some elements rely on color alone to convey information.</p>
302.3 Without Perception of Color	Supports	<p>Text elements may not have a sufficient contrast ratio for users with color perception issues.</p> <p>There are links with no visible indicator which have insufficient color contrast ratio from the surrounding text.</p> <p>Some elements rely on color alone to convey information.</p>
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially supports	<p>There are elements which are not accessible to users who cannot use a mouse.</p> <p>There is a keyboard trap present.</p> <p>The tab order of some pages is not logical.</p>
302.8 With Limited Reach and Strength	Partially supports	<p>Some elements are not accessible to users who cannot use a mouse.</p> <p>The tab order of some pages is not logical.</p>

Criteria	Conformance Level	Remarks and Explanations
		There is a keyboard trap present.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes: Not applicable

Chapter 5: [Software](#)

Notes: Not Applicable

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>	Heading cell – no response required	Heading cell – no response required
<i>602 Support Documentation</i>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not Support	There is no accessibility guidance provided.
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	
<i>603 Support Services</i>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Accessibility features of the Product will be made available in alternate formats upon request.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Support services can accommodate the needs of end-users with disabilities.

Legal Disclaimer

Assessment of compliance is based on the knowledge, experience, and best judgment of the consultant. No warranties or guarantees are implied. The consultant shall not be liable for any special, indirect, incidental, consequential, punitive or exemplary damages based on this work.

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