SECTION 508
VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE (VPAT)

CORNERSTONE RECRUITING, LEARNING, PERFORMANCE & HR APPLICATIONS 17.2.0 (CSOD)

Prepared by:

Criterion 508 Solutions, Inc.

4/12/2017

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Executive Summary

Date: 04/12/17
Application Name & Version: CSOD 17.2.0
Vendor Company Name: Cornerstone on Demand
Vendor Contact Name: James Majidian, Project Manager
Email: jmajidian@csod.com

Scope of Evaluation

Scope	Criteria
Name:	CSOD 17.2.0
Conformance target:	• Section 508 • WCAG 2.0 A and AA
Supported Browsers:	IE v11, Firefox v40
Assistive technologies utilized:	1. JAWS Screen Reader 2. NVDA Screen Reader 3. ZoomText 4. Keyboard only navigation 5. HTML validator

Conclusion

This web application **Supports** and **Supports with Exceptions** applicable Section 508 1194.21, 1194.22, 1194.31 and 1194.41 guidelines. **For more detailed explanation of exceptions, refer to the CSOD 17.2.0 Section 508 Final Audit Report.**

Summary of Criterion 508 Solution's Test Results

Summary Table

Guideline	Level of Support	Remarks
Section 1194.21 Software Applications and Operating Systems	Supports & Supports with Exceptions	See Comments Below
Section 1194.22 Web-based Internet Information and Applications	Supports & Supports with Exceptions	See Comments Below
Section 1194.23 Telecommunications Applications	Not Applicable	This Section is Not Applicable
Section 1194.24 Video and Multi-Media Applications	Not Applicable	This Section is Not Applicable
Section 1194.25 Self-Contained, Closed Applications	Not Applicable	This Section is Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable	This Section is Not Applicable
Section 1194.31 Functional Performance Criteria	Supports & Supports with Exceptions	See Comments Below
Section 1194.41 Information, Documentation and Support	Supports	See Comments Below

Section 1194.21 Software Applications and Operating Systems

Test Results for Section 1194.21 Software Applications and Operating Systems		
Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, Application functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	CSOD **Supports with Exceptions** the intent of the Criteria	Not all application functions are executable from the keyboard.
(b) Applications shall not disrupt or disable activated features of other Applications that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the Application developer.	**Not Applicable**	Not Applicable
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that	CSOD **Supports with Exceptions** the intent of the Criteria	Focus is not always programmatically exposed.

Assistive Technology can track focus and focus changes.		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	CSOD **Supports with Exceptions** the intent of the Criteria	Not all user interface elements include the identity, operation and state of the element.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	**Not Applicable**	Not Applicable
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	**Not Applicable**	Not Applicable
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	**Not Applicable**	Not Applicable
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	**Not Applicable**	Not Applicable
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	CSOD **Supports with Exceptions** the intent of the Criteria	Color is used as the only means of conveying information in multiple instances.

(j) When Application permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	**Not Applicable**	Not Applicable
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	**Not Applicable**	Not Applicable
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	**Not Applicable**	Not Applicable

Section 1194.22 Web-based Internet Information and Applications

<table>
<tr><td colspan="3">Test Results for
Section 1194.22 Web-based Internet Information and Applications</td></tr>
<tr><th>Criteria</th><th>Supporting Features</th><th>Remarks and explanations</th></tr>
<tr>
<td>(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</td>
<td>CSOD **Supports** the intent of the Criteria.</td>
<td>CSOD clients are responsible for configuring custom content and assigning Alt Text.</td>
</tr>
<tr>
<td>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</td>
<td>CSOD **Supports with Exception** the intent of the Criteria.</td>
<td>The multimedia player is provided by a 3rd party vendor and imported on a 3rd party site (Akamai). Video content is created by clients who upload the videos to the CSOD application.</td>
</tr>
<tr>
<td>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</td>
<td>CSOD **Supports with Exception** the intent of the Criteria</td>
<td>Does not provide context or markup in some instances when information is conveyed with color.</td>
</tr>
<tr>
<td>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</td>
<td>CSOD **Supports** the intent of the Criteria</td>
<td>Documents do not require an associated style sheet.</td>
</tr>
<tr>
<td>(e) Redundant text links shall be provided for each active region of a server-side image map.</td>
<td>**Not Applicable**</td>
<td>Server-side image maps are not used within application.</td>
</tr>
<tr>
<td>(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</td>
<td>**Not Applicable**</td>
<td>Client-side image maps are not used within application.</td>
</tr>
</table>

(g) Row and column headers shall be identified for data tables.	CSOD **Supports with Exception** the intent of the Criteria.	Application row and column headers are not always identified.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	CSOD **Supports with Exception** the intent of the Criteria.	Markup is not used in some instances to associate data cells and header cells for data tables.
(i) Frames shall be titled with text that facilitates frame identification and navigation	CSOD **Supports** the intent of the Criteria	Page titles accurately reflect the content of the pages.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	**Not Applicable**	Not Applicable
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	**Not Applicable**	Not Applicable
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	CSOD **Support with Exceptions** the intent of the Criteria	In some instances, content is not identified with functional text that can be read by AT. For example, Events Calendar, User Development Plan, etc.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	**Not Applicable**	Not Applicable

(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	CSOD **Support with Exceptions** the intent of the Criteria	In some instances, forms do not allow people using AT to access information, field elements and functionality.
(o) A method shall be provided that permits users to skip repetitive navigation links.	CSOD **Supports** the intent of the Criteria	Skip Navigation link is present on all application pages.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	CSOD **Supports** the intent of the Criteria	Application supports timed response alerts.

Section 1194.31 Functional Performance Criteria

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<tr>
<td colspan="3" align="center">Test Results for
Section 1194.31 Functional Performance Criteria</td>
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<tr>
<th align="center">Criteria</th>
<th align="center">Supporting Features</th>
<th align="center">Remarks and explanations</th>
</tr>
<tr>
<td>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</td>
<td align="center">CSOD **Support with Exceptions** the intent of the Criteria</td>
<td>In some instances, modes of operation do not function with AT used by people with visual disabilities</td>
</tr>
<tr>
<td>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</td>
<td align="center">CSOD **Support with Exceptions** the intent of the Criteria</td>
<td>The multimedia player is provided by a 3rd party vendor and imported on a 3rd party site (Akamai). Video content is created by clients who upload the videos to the CSOD application.</td>
</tr>
<tr>
<td>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</td>
<td align="center">CSOD **Support with Exceptions** the intent of the Criteria</td>
<td>The multimedia player is provided by a 3rd party vendor and imported on a 3rd party site (Akamai). Video content is created by clients who upload the videos to the CSOD application.</td>
</tr>
</table>

(d) Where audio information is important for the use of an Application, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	CSOD **Support with Exceptions** the intent of the Criteria	The multimedia player is provided by a 3rd party vendor and imported on a 3rd party site (Akamai). Video content is created by clients who upload the videos to the CSOD application.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	**Not Applicable**	Not Applicable
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	CSOD **Support with Exceptions** the intent of the Criteria	In some instances, content is not accessible via keyboard only navigation.

Section 1194.41 Information, Documentation and Support

<table>
<tr>
<td colspan="3" align="center">Test Results for
Section 1194.41 Information, Documentation and Support</td>
</tr>
<tr>
<th>Criteria</th>
<th>Supporting Features</th>
<th>Remarks and explanations</th>
</tr>
<tr>
<td>(a) Application support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.</td>
<td>CSOD **Supports** the intent of the Criteria.</td>
<td>Documentation is available in alternate formats upon request at no additional charge.</td>
</tr>
<tr>
<td>(b) End-users shall have access to a description of the accessibility and compatibility features of Applications in alternate formats or alternate methods upon request, at no additional charge.</td>
<td>CSOD **Supports** the intent of the Criteria.</td>
<td>End-users have access to accessible training documentation that describe accessibility and compatibility features at no additional charge.</td>
</tr>
<tr>
<td>(c) Support services for Applications shall accommodate the communication needs of end-users with disabilities.</td>
<td>CSOD **Supports** the intent of the Criteria.</td>
<td>Support services accommodate the communication needs of end-users via email, contact form & telephone.</td>
</tr>
</table>

Appendix A

Suggested Language for Filling out the VPAT

To simplify the task of conducting market research assessments for procurement officials or customers, ITIC (Information Technology Industry Council) has developed suggested language for use when filling out a VPAT. You may choose to employ all or some of the language below. Once you determine what language you intend to use, we recommend that use is consistent throughout all your VPATs.

Supports

Use this language when you determine the Application fully meets the letter and intent of the Criteria.

Supports with Exception(s)

Use this language when you determine the Application does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.

Supports through Equivalent Facilitation

Use this language when you have identified an alternate way to meet the intent of the Criteria or when the Application does not fully meet the intent of the Criteria.

Supports when combined with Compatible AT

Use this language when you determine the Application fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).

Does not Support

Use this language when you determine the Application does not meet the letter or intent of the Criteria.

Not Applicable

Use this language when you determine that the Criteria do not apply to the specific Application.

Not Applicable - Fundamental Alteration Exception Applies

Use this language when you determine a Fundamental Alteration of the Application would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").

End of Document