

Leepfrog Technologies, Inc. Accessibility Conformance Report

Revised Section 508 Edition

Based on VPAT® Version 2.5 – February 2025

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General Information

Name of Product/Version:

CourseLeaf CLSS (Section Scheduler)/CL10

Report Date:

February 2025

Product Description:

CLSS is a web based, cross browser web application used to input, edit, validate, approve, and update the course offerings for postsecondary institutions.

Contact information:

accessibility@courseleaf.com

Notes:

This application is web based. Beyond a computer (Windows, Mac, iPhone, Android), a modern browser (the last three released versions of Edge, Chrome, Firefox, or Safari) and input device(s) equivalent to a mouse and keyboard, no additional hardware or software is required.

Evaluation Methods Used:

Every attempt has been made to ensure that this application is accessible to as many people as possible and supports any combination of all major browser, operating system, and assistive technologies.

Internal testing is completed annually using our default template with generic content. In addition, new elements are developed with accessibility in mind and are tested (internally and by clients) before being added to our core software. Finally, any feedback from our clients regarding accessibility is evaluated and added to our cores software so it can benefit the entire higher education community.

We are also extremely lucky to have a very active accessibility community with our clients and take every opportunity to integrate any suggestions into our core software to benefit the entire community.

Where exceptions exist, impact severity and remediation timelines are provided. CourseLeaf uses the following Impact Severity Scale adapted from NYU's Digital Accessibility Office:

Impact Severity	Predicted Impact on Task Completion
None	Not likely to be noticed by user or affect task completion.
Minor	Likely to be noticed by user but simple ways exist to overcome it; it is easy to remember, avoid, or get around. May marginally affect task completion.
Significant	Likely to heavily impact progress toward task completion. It is difficult to overcome and may require a back-up, trial-and-error, guessing, or repetition of an action several times.
Critical	Likely to stop users from completing the task. No known alternatives to completing the task.

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)

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 2.2 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 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</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) 	Partially Supports	There are some non-text elements, such as icons or buttons, that are lacking appropriate labels describing their purpose. Impact severity: Significant. Exceptions are on internal CLSS accessibility roadmap, remediation work is currently underway as of the publication date on this document. Projected resolution within 2-3 months.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</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) 	Not Applicable	CLSS does not contain any audio-only or visual-only content by default.
<u>1.2.2 Captions (Prerecorded)</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) 	Not Applicable	CLSS does not contain any audio-only or visual-only content by default.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</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) 	Not Applicable	CLSS does not contain any audio-only or visual-only content by default.

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.1 Info and Relationships</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) 	Partially Supports	Several instances exist where landmarks, roles, and labels are missing or incorrectly used. Impact severity: minor. Exceptions are on internal CLSS accessibility roadmap, remediation work is currently underway as of the publication date on this document. Projected resolution within 2-3 months.
<u>1.3.2 Meaningful Sequence</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	Pages are coded and displayed in the same logical order.
<u>1.3.3 Sensory Characteristics</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	Instructions do not rely solely on sensory characteristics such as shape, color, size, visual location, orientation, or sound. Instructional text is Client-added content and assumed to meet Client's institutional accessibility standards.
<u>1.4.1 Use of Color</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	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Where color is used for these purposes, an alternative exists.
<u>1.4.2 Audio Control</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) 	Not Applicable	CLSS does not contain any audio-only or visual-only content by default.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (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	Users are able to use all functionality with keyboard only.
2.1.2 No Keyboard Trap (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	No keyboard traps exist.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	CLSS does not use character key shortcuts. CIM is compatible with standard browser and operating system keyboard shortcuts.
2.2.1 Timing Adjustable (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) 	Not Applicable	CLSS does not contain any audio-only or visual-only content by default.
2.2.2 Pause, Stop, Hide (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) 	Not Applicable	CLSS does not contain any audio-only or visual-only content by default.

Criteria	Conformance Level	Remarks and Explanations
<u>2.3.1 Three Flashes or Below Threshold</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	CLSS does not contain rotating or flashing images by default.
<u>2.4.1 Bypass Blocks</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	Users are able to bypass large sections of repetitive content using established and accessibility conventions such as Skip Navigation.
<u>2.4.2 Page Titled</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	Each page contains unique title providing context for its content in the default CLSS template.
<u>2.4.3 Focus Order</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) 	Partially Support	Focus order is generally correct, with small exceptions on 5 pages where each page has one element out of order. Impact severity: minor. Exceptions are on internal CLSS accessibility roadmap, with a projected resolution within 12 months.
<u>2.4.4 Link Purpose (In Context)</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	Meaningful link text is used for all default CLSS links. Clients are able to add links in parts of CLSS, and it is assumed client content meets institutional accessibility requirements.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) 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	No functionality exists that uses multipoint of path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Standard browser interactions are not altered unless dictated by best practices.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No images of text are used, and where interface components with visible labels exist, the invisible label name contains the text of the visible label.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) 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	Application does not contain any functionality that can be operated by device or user motion.
3.1.1 Language of Page (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	Each page is tagged with its appropriate language.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (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	Context is never changed upon an interface component receiving focus.
3.2.2 On Input (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	Appropriate controls, like Save and Cancel buttons, are utilized to indicate changes of context.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help icons are consistently presented throughout CLSS.
3.3.1 Error Identification (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	Errors and warnings are presented to users in text. The text itself is customized by the client and is assumed to be appropriate for the intended audience and to meet the client's institutional accessibility standards.
3.3.2 Labels or Instructions (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) 	Partially Supports	Form labels and instructions are provided by the client and are assumed to be appropriate and meet institutional accessibility standards. Some visible labels are not programmatically associated with their input. Impact severity: minor. Exceptions are on internal CLSS accessibility roadmap, with a projected resolution within 12 months.

Criteria	Conformance Level	Remarks and Explanations
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	CLSS section scheduling forms require a multi-step process, however it is usually essential that the information is re-entered. Users do have an option to copy previous sections from prior terms from the Frammer, which may reduce redundant entry.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	For WCAG 2.0 and 2.1 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (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) 	Partially Supports	Semantic markup and WAI-ARIA are leveraged to ensure programmatically discernible roles, values, names, and relationships are available to Assistive Technology. A small number of aria labels, attributes, and labels are missing in CLSS. Impact severity: minor. Exceptions are noted on internal CLSS accessibility roadmap with a projected resolution within 12 months.

Table 2: Success Criteria, Level AA

Notes:

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	CLSS does not contain any audio-only or visual-only content by default.
<u>1.2.5 Audio Description (Prerecorded)</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	CLSS does not contain any audio-only or visual-only content by default.
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Orientation is not restricted.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2) 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	No input fields collect information about the user.
<u>1.4.3 Contrast (Minimum)</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) 	Partially Supports	Most content meets required contrast minimums, however there are a few exceptions on text on a limited number of pages. Impact severity: minor. Exceptions are noted on internal CLSS accessibility roadmap with a projected resolution within 12 months.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (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) 	Partially Supports	There are three screens, Data Snapshots, Visualizer, Final Exam Dates, where there is a loss of readability when zoomed above 200%. . Impact severity: minor. Exceptions are noted on internal CLSS accessibility roadmap with a projected resolution within 12 months.
1.4.5 Images of Text (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) 	Supports	No images of text are used in the default CLSS template.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Content is presented responsively, and users are never asked to scroll horizontally, except for allowed exceptions such as data tables.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Most content meets required contrast minimums, however there are a few exceptions on focus outlines on a limited number of pages. Impact severity: minor. Exceptions are noted on internal CLSS accessibility roadmap with a projected resolution within 12 months.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Default CLSS template meets text spacing requirement, with no loss of content or functionality when spacing settings are changed to specified settings.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2) 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	No relevant instance exist in CLSS.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <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	The dashboard contains links to all admin screens, and a breadcrumb menu exists within the instances pages.
<u>2.4.6 Headings and Labels</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) 	Partially Supports	Some headings are nested incorrectly on some administrator-only screens. Some inputs are missing programmatically disable labels. Exceptions are noted on internal CLSS accessibility roadmap with a projected resolution within 12 months.
<u>2.4.7 Focus Visible</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) 	Supports	All keyboard operable user interfaces receive visible focus. Note: See 1.4.11 above for some contrast exceptions related to Focus Visible.
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only)	Supports	No components are hidden when keyboard focused, except for allowed exceptions.
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only)	Not Applicable	No dragging movements in default CLSS.

Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Most target sizes meet 24x24 pixel requirements. A couple exceptions exist. Impact severity: minor. Exceptions are noted on internal CLSS accessibility roadmap with a projected resolution within 12 months.
3.1.2 Language of Parts (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) 	Supports	Appropriate language tags are added to meet customized needs of clients. CLSS supports both page language attributes and language attributes for individual pieces of content as needed.
3.2.3 Consistent Navigation (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) 	Supports	Pages are created using the same template and a shared stylesheet, ensuring a very high level of consistency across the entire site.
3.2.4 Consistent Identification (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) 	Supports	Pages are created using the same template and a shared stylesheet, ensuring a very high level of consistency across the entire site.
3.3.3 Error Suggestion (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) 	Supports	Error and warning verbiage is provided by the client and assumed to meet needs of intended audience and institutional accessibility requirements.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (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	No relevant instance exists.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports/Not Applicable	Authentication is through the client's authentication process, which is assumed to meet accessibility standards.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	Generally, appropriate roles and aria-live attributes are used throughout so that status messages can be presented to assistive technologies without receiving focus, but there are a few instances of missing aria-live attributes and roles. Impact severity: minor. Exceptions are noted on internal CLSS accessibility roadmap with a projected resolution within 12 months.

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	See above for details.
302.2 With Limited Vision	Supports	See above for details.
302.3 Without Perception of Color	Supports	See above for details.

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Not Applicable	No relevant instance exists.
302.5 With Limited Hearing	Not Applicable	No relevant instance exists.
302.6 Without Speech	Not Applicable	No relevant instance exists.
302.7 With Limited Manipulation	Supports	Only standard keyboard interaction is required, Interactive targets are at least 24px by 24px, no large sections of repeated content are present, no time limits exist
302.8 With Limited Reach and Strength	Supports	Only keyboard interaction is required.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Content is provided by the client and assumed to be appropriate for the intended audience as well as meeting their institution's accessibility standards.

Chapter 4: Hardware

Notes: These criteria are all Not Applicable because CourseLeaf is not a Hardware Product.

Chapter 5: Software

Notes: These criteria are Not Applicable as CourseLeaf is a web application that does not directly access platform accessibility services. However, notable criteria are briefly discussed regarding authoring tools.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

Notes: Client facing software has a limited number of trained users and a designated contact on the client's side and ours. Additional information can be accessed by these users through web-based documentation (there is a help link on every page) as well as personalized training and support via phone or webinar (organized through the appointed contacts). Web based documentation also has an accessible pdf version available on every page which can be downloaded or printed as desired. In addition, documentation is created on a client by client basis for any custom development done for them.

Leapfrog has dedicated teams for Support and training that are available 7am – 7:30pm CST every day except standard Higher Ed holidays.

Clients normally want us to invisible to students and faculty, student/faculty facing support is handled by the clients and escalated to us as needed.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Support can be provided in many ways, including electronic or printed documentation, personalized training, support via phone, online chat, or webinar.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is electronic. If desired, a print ready version is available on every page. Also, support is provided via phone.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	VPATs and an Accessibility Statement are available upon request in an accessible

Criteria	Conformance Level	Remarks and Explanations
		format. Additional inquires can be sent to accessibility@courseleaf.com .
603.3 Accommodation of Communication Needs	Supports	Support can be provided in many ways, including electronic or printed documentation, personalized training, support via phone, online chat, or webinar.

Legal Disclaimer Leepfrog Technologies, Inc.

CourseLeaf products are designed to ensure that your content is available universally. This requires conformity to current accessibility standards that pertain to web-based applications, and a commitment to ensure content is usable for everyone regardless of their level of visual, hearing, motor or cognitive abilities. We understand the importance of allowing your students, faculty, and staff to use our software in a manner that enhances their education or ability to educate.

This document pertains specifically to CLSS functionality and its base configuration. Although we work closely with our institutions to ensure compliance, there are times when their branding guidelines, or other institution specific requirements may introduce some level of non-compliance.

To the best of our knowledge, the information contained herein is accurate and reliable as of the date of publication; however, we do not assume any liability whatsoever for the accuracy and completeness of the above information. Leepfrog Technologies, Inc. makes no warranties which extend beyond the description contained herein. Any information given in this document does not constitute any warranty.

If you have any additional questions, concerns, or suggestions, please email us to initiate a dialog - accessibility@courseleaf.com.