

Leepfrog Technologies, Inc. Accessibility Conformance Report

Revised Section 508 Edition

Based on VPAT® Version 2.5 – January 2025

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General Information

Name of Product/Version:

CourseLeaf PATH/CL10

Report Date:

January 2025

Product Description:

PATH is a web-based student planning, advising and registration solution that helps higher education institutions reinvent the student experience with tools and features designed to quickly connect students to the courses they need to graduate on time.

Contact information:

accessibility@courseleaf.com

Notes:

Beyond a computer or smart device (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
1.1.1 Non-text Content (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	Text alternatives are provided where appropriate for default non-text content such as icons and logotypes. The ability to add text alternatives for user-generated non-text content is provided.
1.2.1 Audio-only and Video-only (Prerecorded) (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	PATH does not contain audio-only or video-only content by default.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	PATH does not contain audio or video by default.

Criteria	Conformance Level	Remarks and Explanations
<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>1.2.3 Audio Description or Media Alternative (Prerecorded) (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) 	Not Applicable	PATH does not contain audio or video by default.
<p>1.3.1 Info and Relationships (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) 	Partially Supports	Most information, structure, and relationships can be programmatically determined or are available in text. PATH has current exceptions regarding some related form controls not being contained within a fieldset. Impact severity: Minor. Exceptions are on internal PATH accessibility roadmap with a projected resolution within 12 months.
<p>1.3.2 Meaningful Sequence (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	Correct reading sequence can be programmatically determined.
<p>1.3.3 Sensory Characteristics (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	Meaningful textual identification is used where appropriate. We leverage semantic markup and WAI-ARIA to ensure programmatically discernible roles, values, names, and relationships are available to Assistive Technology.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (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 never used as the only means of conveying information in the default template.
1.4.2 Audio Control (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	PATH does not contain audio or video by default.
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	No interactions are device dependent; all are available through mouse, keyboard, touch, or the equivalents provided through the user's assistive technology. No keyboard traps exist, and tab order has not been altered unless best practices dictate (i.e. moving the next panel when opened).
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) 	Not Applicable	PATH does not use character key shortcuts. PATH is compatible with standard browser and operating system keyboard shortcuts.

Criteria	Conformance Level	Remarks and Explanations
<u>2.2.1 Timing Adjustable</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	PATH does not contain audio or video by default.
<u>2.2.2 Pause, Stop, Hide</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	PATH does not contain audio or video by default.
<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	PATH 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	PATH is a single page application. User's focus is shifted upon initiating some functions, but they are made aware by clicking and screen readers will read the new header once it has focus.
<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	PATH is a single page application.

Criteria	Conformance Level	Remarks and Explanations
<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) 	Supports	Content is coded and displayed in logical order. Tab order has not been altered unless best practices dictate (e.g., moving to the next panel when opened).
<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	All link text is descriptive and title attributes have been leveraged to convey any change in content which might occur by activating the link (i.e. 'opens in a new window'). Note: CourseLeaf is not responsible for Client content added to PATH, so client content may not conform.
<u>2.5.1 Pointer Gestures</u> (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	Multipoint and path-based gestures can be operated with a single pointer. Single pointer controls are available where necessary.
<u>2.5.2 Pointer Cancellation</u> (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.
<u>2.5.3 Label in Name</u> (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) 	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.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
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	Appropriate language tags are used to ensure the human language can be programmatically determined.
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) 	Not Applicable	Text or title attributes are used to ensure users know of any change of context which might occur on selection. Additionally, a Search button is used in the search form to indicate a change of context when searching.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Clients are advised to use the customizable text field in PATH to provided help information. PATH is a single page application.

Criteria	Conformance Level	Remarks and Explanations
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	Input errors are described to users in text. PATH registration relies on SIS error messaging, which may be determined by clients.
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) 	Supports	Interface components use appropriate programmatic markup. Instructional content is provided by the client and assumed to be appropriate for intended audience.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Users have the option of either resetting the search or returning to the original search as was originally submitted.
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) 	Supports	Semantic markup and WAI-ARIA are leveraged to ensure programmatically discernible roles, values, names, and relationships are available to Assistive Technology.

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.	PATH does not contain audio-only or video-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	PATH does not contain audio-only or video-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; Application is responsive.
<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) 	Supports	Appropriate programmatic markup is used on input fields. Input fields are customized based on client needs and are assumed to be appropriate for the intended audience.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508	Supports	Text within PATH meets minimum contrast requirements by default. Client specifications for

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		customized colors and themes are assumed to meet contrast requirements.
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) 	Supports	Text can be reseeded to over 200% without loss of content or functionality.
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) 	Not Applicable	No images of text exist in PATH by default.
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 responsive and users never have to scroll in more than one direction.
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 of PATH meets contrast minimum standards, with a few exceptions: some focus outlines, some hover states, and the calendar feature. Impact severity: Minor. Exceptions are on internal PATH 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	Supports	Default PATH 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
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
1.4.13 Content on Hover or Focus (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	Tooltips are utilized in PATH and meet guidelines related to their use.
2.4.5 Multiple Ways (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 	Not Applicable	PATH is a single page application.
2.4.6 Headings and Labels (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	Heading levels are part of the template widget and are nested appropriately for the content.
2.4.7 Focus Visible (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.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	No components are hidden when keyboard focused, except for allowed exceptions.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	No dragging movements present in PATH by default.

Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Target sizes meet 24 x 24 pixel requirements, expect for allowed exceptions.
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. PATH 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	PATH is a single page application, but pages are created using the same template and a shared stylesheet, insuring 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, insuring 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 text is supplied by the client or by the SIS and is assumed to meet accessibility standards.
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) 	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
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) 	Supports	Status messages only exist within the registration part of PATH, and toast messages are used to communicate status changes outside of changing focus.

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	In addition to well established and accessible visual conventions, we leverage semantic markup and WAI-ARIA to ensure programmatically discernible roles, values, names, and relationships are available to Assistive Technology. Font can be resized to 300% without loss of information or interaction.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Supports	In addition to well established and accessible visual conventions, we leverage semantic markup and WAI-ARIA to ensure programmatically discernible roles, values, names, and relationships are available to Assistive Technology. Font can be resized to 300% without loss of information or interaction.
302.3 Without Perception of Color	Partially Supports	As noted above, there are some known contrast exceptions that are planned for remediation.
302.4 Without Hearing	Not Applicable	No audio-only content exists.
302.5 With Limited Hearing	Not Applicable	No audio-only content exists.
302.6 Without Speech	Not Applicable	Nothing is dependent on speech.
302.7 With Limited Manipulation	Supports	See above for conformance to related WCAG guidelines.
302.8 With Limited Reach and Strength	Supports	See above for conformance to related WCAG guidelines.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	See above for conformance to related WCAG guidelines.

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
<u>502 Interoperability with Assistive Technology</u>	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	
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	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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	
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. Leepfrog has dedicated teams for Support and training that are during business hours for all our clients every day of the year. Clients normally want us to be 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 format. Additional inquiries 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 PATH 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.