MEDIAL Accessibility Conformance Report WCAG Edition

VPAT® Version 2.3

Name of Product/Version: MEDIAL, Version 8

Product Description:

MEDIAL®, helps hundreds of organizations in over 25 different countries publish, manage, protect and share their streaming media content, both Live and On Demand in the Corporate, Government and Education markets.

NOTE: For specific information on MEDIAL's accessibility features visit: https://www.medial.com/accessibility-features

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Evaluation Methods Used:

Manual testing, NVDA, Chrome Dev Tools, WebAim.Org, Validator.w3.Org/NU/

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, at *http://www.w3.org/TR/2008/REC-WCAG20-20081211/*	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.1 at *https://www.w3.org/TR/WCAG21/*	Level A (Yes) Level AA (Yes) Level AAA (Yes)

Terms

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

Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

Partially Supports: Some functionality of the product does not meet the criterion.

Does Not Support: The majority of product functionality does not meet the criterion.

Not Applicable: The criterion is not relevant to the product.

Not Evaluated: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	MEDIAL's User Interface both for end users and admins has proper labels for navigation and where not present has alt text to indicate what each navigation button does
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	There is the ability to view media assets with captions and the ability to download a transcript of the media/recording which appears as a downloadable document below the video player.

1.2.2 Captions (Prerecorded) (Level A)	Supports	The MEDIAL system either used through its own portal or an LMS permits users to request or upload captions for any media assets. Editing of captions is also permitted at an admin/user level either in MEDIAL or via one of its LMS integrations. Closed Captions are viewable in the media player (JW Player)
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Does not support	MEDIAL does not currently provide audio description for media assets uploaded. It is part of their development roadmap

1.3.1 Info and Relationships (Level A)	Partial Support	ARIA landmarks and labels are used in all primary MEDIAL functions to provide meaningful machine readable contexts for all elements of the webpages. Auditing MEDIAL to ensure every part of the platform has suitable landmarks is an ongoing process.
1.3.2 Meaningful Sequence (Level A)	Supports	MEDIAL pages are structured to ensure that the underlying sequence of elements matches what is visible to the user.
1.3.3 Sensory Characteristics (Level A)	Supports	Textual identification is used either directly or indirectly (via appropriate attributes) in the MEDIAL platform.
1.4.1 Use of Color (Level A)	Supports	Colour is not used to exclusively purvey information within MEDIAL
1.4.2 Audio Control (Level A)	Supports	Either where media is embedded or on the player page itself, it is possible to mute and/or lower the volume. A keyboard shortcut is also available to do the following: "m" - Mute or unmute video volume Up and Down arrows – increase/decrease volume by 10%
2.1.1 Keyboard (Level A)	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes
2.1.2 No Keyboard Trap (Level A)	Supports	There is no known keyboard trap in the playback page, search or listings pages.

2.1.4 Character Key Shortcuts (Level A 2.1 only)	Partial support	Single character shortcuts supported but only active when the player is in focus.
2.2.1 Timing Adjustable (Level A)	Not applicable	
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	
2.4.1 Bypass Blocks (Level A)	Supports	The MEDIALfrontend has an accessible link which allows the standard header to be skipped, while incorporating landmarks to identify blocks of content.
2.4.2 Page Titled (Level A)	Supports	MEDIAL uses descriptive titles for all pages.
2.4.3 Focus Order (Level A)	Partial support	The MEDIAL frontend has a consistent and meaningful focus order. The admin functions are at present inconsistent, auditing and improving these is an ongoing process.
2.4.4 Link Purpose (In Context) (Level A)	Supports	In most instances, the text associated with links found on pages effectively communicates their intended purpose
2.5.1 Pointer Gestures (Level A 2.1 only)	Not applicable	
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not applicable	
2.5.3 Label in Name (Level A 2.1 only)	Partial Support	The interactive and embed viewer functionalities have been verified as supported Accessible labels are used in all primary MEDIAL functions to ensure platform functions are properly described. Auditing MEDIAL to ensure full compliance is an ongoing process.

2.5.4 Motion Actuation (Level A 2.1 only)	Does not support	MEDIAL does not support input via device motion.
3.1.1 Language of Page (Level A)	Supports	It is possible to determine the default human language of each web page programmatically
3.2.1 On Focus (Level A)	Supports	To initiate a change of context or commence an action, it is necessary to activate focusable elements
3.2.2 On Input (Level A)	Not applicable	
3.3.1 Error Identification (Level A)	Supports	Input errors are clearly described when shown.
3.3.2 Labels or Instructions (Level A)	Partial Support	The MEDIAL Front end has proper labelling throughout, the Backend has partial support for labeling.
4.1.1 Parsing (Level A)	Supports	The list page and interactive viewer have been validated using HTML5 Validator, with the results being manually confirmed
4.1.2 Name, Role, Value (Level A)	Supports	This criterion mandates that UI elements be accompanied by detailed labels and these are present

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Does not support	MEDIAL has no functionality in place to caption live content yet.

1.2.5 Audio Description (Prerecorded) (Level AA)	Does not support	MEDIAL does not currently provide audio descriptions
1.3.4 Orientation (Level AA 2.1 only)	Supports	The site works in both orientations.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	Inputs describe their purpose through labels.

1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Some parts of the UI have low contrast in the default these, however themes can be adjusted to meet customer requirements.
1.4.4 Resize text (Level AA)	Partially Supports	Some menu text is cut off when scaled to 200% and some admin pages have overprinted icons and text making them difficult to use.
1.4.5 Images of Text (Level AA)	Supports	The website's content employs textual elements instead of images featuring text. However, the logos associated with the site or department are not subject to this requirement
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	For displays that are 320px wide, the frontend re-flows appropriately. However, certain backend pages may necessitate scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	Some parts of the UI have low contrast in the default these, however themes can be adjusted to meet customer requirements.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	The text spacing requirement is adhered to by the web UI text
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Support	Some hover text cannot be dismissed, but it is inconsequential and merely hides the video thumbnail being described.
2.4.5 Multiple Ways (Level AA)	Supports	Content can be found and navigated to using a variety of methods, eg search, category listings, related recordings and featured content.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels describe a purpose.
2.4.7 Focus Visible (Level AA)	Partially Support	All elements in the front end have a focused view in the viewer and webUI. The backend only has partial support for visible focus at present.
3.1.2 Language of Parts (Level AA)	Not Applicable	As the MEDIAL interface does not blend different languages, there is no need to specifically indicate changes in language within a page

3.2.3 Consistent Navigation (Level AA)	Supports	Whenever navigation in the page is repeated, it retains the same relative order
3.2.4 Consistent Identification (Level AA)	Supports	The functional components are consistently identified on the site.
3.3.3 Error Suggestion (Level AA)	Not Applicable	Neither the Viewer or Web UI contains inputs that result in error suggestions.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	
4.1.3 Status Messages (Level AA 2.1 only)	Not applicable	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Does not support	Pre-recorded content does not support the use of sign language interpretation
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Does not support	At present, there are no completely downloadable audio descriptions provided for videos
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Partially Supports	MEDIAL supports the addition of subtitles to videos and can provide automatic transcription of pre-recorded content.
1.2.9 Audio-only (Live) (Level AAA)	Does not support	No functionality in place for live captioning at this time
1.3.6 Identify Purpose (Level AAA 2.1 only)	Partially supports	ARIA landmarks and labels are used in all primary MEDIAL functions to provide meaningful machine readable contexts for all elements of the webpages. Auditing MEDIAL to ensure every part of the platform has suitable landmarks is an ongoing process.

1.4.6 Contrast Enhanced (Level AAA)	Partially supports	Some parts of the UI have low contrast in the default these, however themes can be adjusted to meet customer requirements.
1.4.7 Low or No Background Audio (Level AAA)	Not applicable	The software or web UI does not feature any embedded media content, with all media being generated by the user
1.4.8 Visual Presentation (Level AAA)	Not supported	MEDIAL does not currently support this requirement.
1.4.9 Images of Text (No Exception) Control (Level AAA)	Not applicable	No images of text within the web UI.
2.1.3 Keyboard (No Exception) (Level AAA)	Partially supports	With the exception of content movement accomplished via drag and drop, all functionality can be accessed using a keyboard

2.2.3 No Timing (Level AAA)	Not Applicable	There is no time sensitive content where this criteria is applicable.
2.2.4 Interruptions (Level AAA)	Not Supported	MEDIAL does not currently provide a mechanism that prevents updates to content from interrupting user activity.
2.2.5 Re-authenticating (Level AAA)	Partially Supports	MEDIAL will return users to the page they were last on after re-authentication, but we cannot guarantee no loss of data in all circumstances.
2.2.6 Timeouts (Level AAA 2.1 only)	Not applicable	
2.3.2 Three Flashes (Level AAA)	Supports	The site's content does not exhibit flashing behavior more than three times within a single second
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Does not support	MEDIAL uses animated left/right sliders for some list content, these animations cannot be disabled.

2.4.8 Location (Level AAA)	Supports	MEDIAL uses breadcrumbs within media browsing pages and provides headings and tabs to indicate the users location where appropriate.
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	Links are accompanied by textual descriptions and/or an aria-label indicating their purpose
2.4.10 Section Headings (Level AAA)	Not applicable	This criteria covers sections within writing, not user interface elements.
2.5.5 Target Size (Level AAA 2.1 only)	Does not support	Some targets are smaller than the minimum required size of 44px by 44px
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Supports	The site does not limit input mechanisms.
3.1.3 Unusual Words (Level AAA)	Not applicable	The site does not feature any uncommon words or phrases that require definition or explanation
3.1.4 Abbreviations (Level AAA)	Partially supports	MEDIAL has some technical terms in its interface. These are described in the help pages where applicable.
3.1.5 Reading Level (Level AAA)	Not evaluated	There has been no usage of reading level assessment tools on the website to ensure compliance.
3.1.6 Pronunciation (Level AAA)	Not applicable	

3.2.5 Change on Request (Level AAA)	Supports	Changes in context can solely be attributed to user engagement or disregarded altogether
3.3.5 Help (Level AAA)	Partially Supports	The help menu applies to the entire website and is tailored to specific page-level contexts in certain sections.
3.3.6 Error Prevention (All) (Level AAA)	Supports	All forms contain mechanisms to validate input content and can where necessary be returned to for corrections to be made.