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# **Executive Summary**

## **HIPAA: Protecting Patient Privacy - 2 Learning Modules Accessibility Conformance Report**

Access Ingenuity's evaluation of the HIPAA: Protecting Patient Privacy learning modules identified accessibility features and functionalities of the learning modules. This evaluation provided the information required to assess the conformance of the HIPAA: Protecting Patient Privacy learning modules with the Revised Section 508 Accessibility Standards and WCAG 2.1 Accessibility Guidelines. Based on our evaluation, Access Ingenuity concludes that the learning modules largely *Support* these requirements with a few exceptions.

Access Ingenuity, an independent authority in web accessibility, has evaluated the Student and Employee learning modules and certifies them to be substantially conformant with Level A and Level AA of the Web Content Accessibility Guidelines version 2.1. All conformance issues that pose a significant barrier for users with disabilities have been addressed.

Access Ingenuity cannot verify the conformance of content changed after the date of our evaluation. However, based on our interactions with United Educators, Access Ingenuity is confident in their efforts to maintain a substantially conformant product.

The Information Technology Industry Council (ITIC) has published recommended language to be used in completing Accessibility Conformance Reports (ACRs) that has been designed to create simplicity and uniformity/consistency in ACRs presented by a variety of suppliers. In preparing the HIPAA: Protecting Patient Privacy suite of 2 learning modules ACR, Access Ingenuity has used the ITIC-recommended VPAT 2.5 508 format with the addition of WCAG 2.1 requirements.

Based on this evaluation and on information published on the ITIC website (<http://www.itic.org>), Access Ingenuity presents the ACR for the HIPAA: Protecting Patient Privacy suite of 2 learning modules on the following pages.

# United Educators HIPAA: Protecting Patient Privacy Accessibility Conformance Report Revised Section 508 Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** HIPAA: Protecting Patient Privacy

- [Students](#)
- [Employees](#)

**Report Date:** April 2, 2025

**Product Description:** A suite of two web-based e-learning modules providing information regarding HIPAA, including definitions, scenarios, and potential consequences of not maintaining patient privacy.

**Contact Information:** [accessibility@ue.org](mailto:accessibility@ue.org)

**Notes:** This course was created in Storyline, which contains accessibility barriers that are not author-controllable. United Educators has filed bugs with Articulate (Storyline) to try and address any outstanding issues.

## Evaluation Methods Used:

Conformance to the listed accessibility standards was evaluated between January 30, 2025, to April 2, 2025, using a combination of static analysis tools and manual testing with assistive technologies.

The evaluation was conducted in the following desktop operating systems and browser/screen reader combinations:

1. Windows 11:
  - a. Chrome 132-134/JAWS 2025
2. Mac OS 12.7.1:
  - a. Safari/VoiceOver

The accessibility assessment was executed per the following steps:

- I. A sighted accessibility expert conducted an overall technical analysis to identify issues of technical compliance that would affect mobility-impaired, deaf/hearing impaired, and low-vision users. The evaluator inspected the web pages using Chrome and the Chrome Developer tools as well as the axe DevTools extension.
- II. Keyboard accessibility analysis (for mobility and physically challenged users) was conducted by attempting to thoroughly navigate the web pages through the keyboard, without using a mouse.
- III. The accessibility for low-vision users was evaluated two ways: (1) using the resizing capability offered by the browser, and (2) using Colour Contrast Analyser (CCA) Version 3.5.3.
- IV. If videos were present, they were assessed for proper captioning for deaf and hard-of-hearing users as well as the need for audio descriptions and transcripts for screen reader users.
- V. Screen reader testing was conducted by an expert screen reader user. The goal was to identify accessibility barriers that are likely to be experienced by users who are blind.

Any usability issues for users with disabilities encountered during the accessibility assessments were also noted.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018</a>	(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 only be used in WCAG Level AAA criteria.

# WCAG 2.1 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 2.1 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**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All images and interactive elements have alternate text and/or accessible labels.
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There is no non-live audio-only or video-only content in the modules.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Accurate, synchronized captions are provided for the video content in the HIPAA modules.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The video content is sufficiently described in the audio narration for the HIPAA Modules. Transcripts have also been provided.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Semantic structure, including heading information is available to assistive technology.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The reading order of the accessible text for the slides in the learning modules reflects a logical order, typically matching the visual order.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Instructions in the learning modules do not rely on shape, size, visual location, or sound.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	Throughout the learning modules, color alone is not used as the sole method of conveying content or distinguishing visual elements.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	There is no automatically playing audio in the HIPAA modules.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All content in the learning modules is operable through a keyboard interface.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	No keyboard traps were present in the learning modules.
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A)</p> <p>Revised Section 508 – Does not apply</p>	Supports	<p>Built-in shortcuts support this criterion. There are no author-defined shortcuts.</p> <p>Built-in keyboard shortcuts do not use single keys. Accidental activation of shortcuts is avoided by requiring modifier keys. For example, Ctrl+Alt+M mutes/unmutes the course audio. Learners can also turn off built-in keyboard shortcuts altogether if they prefer.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The HIPAA modules are not timed at any point.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	There is no automatically moving content in the learning modules without the ability to pause, stop, or hide the movement.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	There is no flashing content in the learning modules that exceeds the limits of this criterion.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The learning modules provide a “Back to Top” link to skip navigation elements on every screen.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p>	Supports	The learning modules have a descriptive and informative page titles and unique slide titles.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The focus order was found to be logical throughout the learning modules.
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	Supports	The purpose of links in the learning modules is adequately identified.
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A)</p> <p>Revised Section 508 – Does not apply</p>	Supports	Storyline 360 courses support touchscreen gestures, but learners are not required to use them.
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A)</p> <p>Revised Section 508 – Does not apply</p>	Supports	Click events happen when learners release the mouse button, not when they press the mouse button down. They can move the mouse away from the target before releasing the button if they do not want to activate the target.
<p><b><u>2.5.3 Label in Name</u></b> (Level A)</p> <p>Revised Section 508 – Does not apply</p>	Supports	Interface components within the module contained appropriate labeling within the name.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.5.4 Motion Actuation</u></b> (Level A)</p> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Storyline 360 does not support motion controls so this is not present in these courses and learners cannot control courses by moving their tablets or smartphones.
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The language of the learning modules is appropriately identified.
<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	When focus changes in the HIPAA modules, this does not ever cause a change in page content, spawn a new browser window, or cause any other change that disorients the user.
<p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	No content is being revealed unexpectedly in the learning modules.
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Adequate error identification is provided when forms are submitted without selecting a value(s) in the learning modules.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The HIPAA modules have sufficient labels, cues, and instructions for required interactive elements.
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> .
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	State information is mostly conveyed accurately throughout the learning modules, however, there are some buttons where the visited state is not identified correctly or is not identified correctly until an additional interaction on the slide occurs.

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There is no live multimedia content in the learning modules.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The videos in the learning modules are sufficiently described with audio narration.
<p><b><u>1.3.4 Orientation</u></b> (Level AA)</p> <p>Revised Section 508 – Does not apply</p>	Supports	Courses work in both landscape and portrait modes.
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA)</p> <p>Revised Section 508 – Does not apply</p>	Supports	Although Storyline 360 does not currently support programmatic input-field identification or auto-filling forms. However, there are no forms that would require this in the learning modules.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All text in the learning modules meets minimum contrast requirements.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The module content is readable and functional when the page is zoomed to 200% in the environments tested.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All content within the slides of the learning modules is presented as an accessible SVG that can be adjusted to modify the text presentation.
<p><b><u>1.4.10 Reflow</u></b> (Level AA)</p> <p>Revised Section 508 – Does not apply</p>	Supports	The learning modules are built in Storyline 360 which is a two-dimensional presentation with fixed aspect ratios. They are designed to zoom in and out, but they cannot reflow without losing meaning and context. As a result, learners might see vertical and/or horizontal scroll bars at the highest zoom levels. The exception in the guideline allows two-dimensional content, such as presentations, to scroll in both directions.
<p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA)</p> <p>Revised Section 508 – Does not apply</p>	Supports	A contrast ratio of 3:1 or higher for images and background elements has been implemented so learners with low vision can see them.
<p><b><u>1.4.12 Text Spacing</u></b> (Level AA)</p> <p>Revised Section 508 – Does not apply</p>	Partially Supports	Learners can use custom stylesheets or browser extensions to adjust text properties,

Criteria	Conformance Level	Remarks and Explanations
		such as line spacing, to make content easier to read. However, on some pages, text may be cut off or some text can become inaccessible without the use of a mouse to scroll the content.
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA)</p> <p>Revised Section 508 – Does not apply</p>	Supports	If content is presented on hover, it is also keyboard accessible. Users can move the pointer to the content and dismiss it using the escape key.
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Users can navigate the modules using the previous and next buttons on each slide. However, the course must be followed in a sequence as each page is a step in a process.
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Headings and labels are logical and appropriate throughout the learning modules.
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	The learning modules have a focus indicator on all interactive page elements.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The content in the learning modules is only delivered in one language.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The navigation of the learning modules is in the same relative order to the main content across all screens of the modules.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Components that have the same function across multiple screens of the HIPAA modules are labeled consistently.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The learning modules have timely and accessible error suggestions when an error has been made in a knowledge check question.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The learning modules do not collect data or record scores.
<p><b><u>4.1.3 Status Messages</u></b> (Level AA)</p> <p>Revised Section 508 – Does not apply</p>	Supports	There are appropriate status messages presented throughout the modules.

# Revised Section 508 Report

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The learning modules are accessible to users of assistive technology, such as screen readers.
302.2 With Limited Vision	Supports	All visual content in the learning modules can be enlarged using zoom features.
302.3 Without Perception of Color	Supports	All visual content in the learning modules has sufficient color contrast and color alone is not used to convey meaning.
302.4 Without Hearing	Supports	Captions are provided for the videos in the learning modules.
302.5 With Limited Hearing	Supports	Captions are provided for the videos in the learning modules.
302.6 Without Speech	Supports	The learning modules do not require speech input.
302.7 With Limited Manipulation	Supports	The learning modules are accessible to keyboard-only users.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	The use of the learning modules does not require reach and strength beyond keyboard input.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The learning modules are not timed at any point and allow users to self-pace their learning.

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

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<a href="#">602 Support Documentation</a>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The HIPAA learning modules include built-in accessibility features that are compatible with assistive technology.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No non-electronic support documentation is available.
<a href="#">603 Support Services</a>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	<p>United Educators will share the results of the HIPAA learning modules ACR upon request. It can also be accessed at URL:  <a href="https://learningdesign.ue.org/VPATs/HIPAA/VPAT2.5_508_HIPAA_REV.1.0.pdf">https://learningdesign.ue.org/VPATs/HIPAA/VPAT2.5_508_HIPAA_REV.1.0.pdf</a></p>
603.3 Accommodation of Communication Needs	Supports	<p>Support services for the HIPAA learning modules can accommodate the communication needs of end-users with disabilities.</p> <p>For general Customer Service questions or technical support contact:  <a href="mailto:accessibility@ue.org">accessibility@ue.org</a></p>