



FAQs: Accessibility for CCNA Discovery and CCNA Exploration

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Q. What is accessibility?

A. For Cisco Networking Academy®, accessibility means providing access to our curricula for people with disabilities. The accessible versions of the Cisco CCNA® curricula address the needs of students with visual, physical, and auditory limitations:

- Visual – blind, low vision, color blindness
- Hearing and speech – deaf, hard of hearing, mute
- Physical – mobility and dexterity impairments

Q. Do the CCNA curricula conform to any accessibility conformance standards?

A. The accessible versions of the CCNA curricula conform with exceptions to the international Web Content Accessibility Guidelines v1.0, the Americans with Disabilities Act, and Section 508 of the U.S. Rehabilitation Act.

Q. Is there documentation that describes how the CCNA curricula are conformant?

A. The following documentation is available by request from accessibility@cisco.com:

- Web Content Accessibility Guidelines v1.0 Conformance Statement
- Accessibility Design Requirements

The following documentation is available online:

- [Voluntary Product Accessibility Template](#)
- [Cisco Packet Tracer Keyboard Shortcuts](#)

Q. How can I view the accessible versions of the courses and assessments?

A. To view assessments in accessible format, your Academy Connection profile must be set to view accessible content. This also sets the viewing of online curricula to accessible by default. To update your profile, log into Academy Connection and click **My Profile** at the top of the page, then click **Edit Profile**. Scroll down to **Preferences**, select **Yes** for the “If available, display content in accessible format to accommodate assistive technology” option, and then click **Save Changes**.

Q. How can I access the accessible curricula?

A. The accessible CCNA curricula are available online on the Course Materials page of Academy Connection. After launching a CCNA Discovery or CCNA Exploration course, users can select either the standard or the accessible version of the course from the launch page.

Q. Are the instructor materials available in accessible format?

A. Instructor materials such as the Instructor Reference Guides (IRGs) and PowerPoint presentations are available in accessible PDF format on the Tools page of Academy Connection. There is also a link on the Tools page to accessible HTML versions of the Interactive Course Guides (ICGs).

Q. Is Cisco® Packet Tracer available in accessible format?

A. The Packet Tracer application and Packet Tracer activities are not fully conformant, but Packet Tracer version 5.2 features a significant improvement with the addition of keyboard shortcuts to its navigation capabilities. Although Packet Tracer is not fully accessible, students will be able to successfully complete the CCNA courses by completing the hands-on labs included in the curricula.

Q. How is course content displayed?

- A. The course content display options are by chapter, section, topic, or page. The default display level is chapter:
- **Chapter Level** – Displays all sections, topics, and pages in the current chapter
 - **Section Level** – Displays all topics and pages in the current section
 - **Topic Level** – Displays all pages in the current topic
 - **Page Level** – Displays the current page

Q. How is the media presented?

- A. Media text descriptions are available for all CCNA Discovery and CCNA Exploration courses. There are three different media presentation options available:

Text Transcript and Visual Media – No media is displayed by default. Each time a media item is encountered in the course, the user can select which presentation method to use. Every media item can be displayed in any format.

Media Text Transcript Only – A written description of each media item is presented each time a media item is encountered in the course. This option is fully accessible through the keyboard.

Visual Interactive Only – These media items are presented in their native format, which contains visual representations of content and may include interactive features such as video, drag and drop, animations, and activities. Items presented in this format are not fully accessible and require the use of a mouse.

Q. How can I access interactive content in the course where the text reads “Click the icon to begin,” but no icon is shown in the accessible version?

- A. Due to the nature of these items and their level of interactivity, they are not available in accessible format at this time. For course labs, instructors should provide PDF lab documents to their students.

Q. How is each page formatted in the accessible version?

- A. Each page is formatted the same way, but the content is based on the display level selected when launching the course. The first items encountered are the course tool links. The two tools available are Search and Glossary. The end of the tools area is marked with a horizontal line.

Search – Opens in a new window. Contains an entry field for any search string. A list of pages that contain the search string will be generated. Pages are listed in the order in which they appear in the course.

Glossary – Opens in a new window. Contains an indexed list of glossary terms that can be selected to display their definition. This tool is also launched when a linked glossary term is selected within the body text of a page.

The next item displayed is the **course index**. The course index displays the entire list of items contained in a course. This can be used as a quick navigation tool. To use the index, choose an item from the list, then use the "select" button to navigate to that item. The end of the course index area is marked with a horizontal line.

Course content is displayed next, in the following format:

- Course title and course subtitle in the <h1> tag
- Chapter number and title in the <h2> tag
- Section number and title in the <h3> tag
- Topic number and title in bold and italics
- Page number in bold

The final elements on a page are the next, previous, and top navigation elements:

- **Go To Next** – Navigates to the next chapter, section, topic, or page, depending on the display level selected
- **Go To Previous** – Navigates to the previous chapter, section, topic, or page, depending on the display level selected
- **Scroll To Top** – Returns to the top of the current page

Q. **What keyboard functionality is available?**

A. The following keyboard commands may be used to access tools and navigate the courses:

- **Toggle Search Tool:** Ctrl-Shift-S – Opens the search tool in a new window
- **Toggle Glossary Tool:** Ctrl-Shift-G – Opens the glossary tool in a new window
- **Go To Next:** Ctrl-Shift-Right Arrow – Navigates to the next chapter, section, topic, or page, depending on the display level selected
- **Go To Previous:** Ctrl-Shift-Left Arrow – Navigates to the previous chapter, section, topic, or page, depending on the display level selected
- **Focus Next Element:** Ctrl-Shift-Down Arrow – Brings the next element on the page into focus; similar to the Tab key
- **Focus Previous Element:** Ctrl-Shift-Up Arrow – Brings the previous element on the page into focus; similar to the Shift-Tab key

Note: Certain browser plug-ins and other overlaying software, such as screen readers, may override these keyboard commands.

Q. **Do any websites provide information on accessibility features for different browsers?**

A. Yes. Here are two examples:

- Internet Explorer: www.microsoft.com/enable/products/ie7
- Firefox: http://kb.mozillazine.org/Accessibility_features_of_Firefox

Q. **Which screen readers will work with the accessible curricula?**

A. The CCNA curricula were tested for compatibility with Freedom Scientific's JAWS, which is the most popular screen reader and supports the following languages: English, Finnish, French, German, Italian, Portuguese, and Spanish. Other screen reader software may also be compatible.

Q. **What are the OS and browser recommendations for the accessible curricula?**

A. For PC: Windows 2000 or Windows XP; IE 6 or Firefox 2.0.

Q. **What special accommodations can be made to take the CCNA certification exam?**

A. If a candidate has a special testing need, they should contact a [Pearson VUE agent](#) directly and ask for the special accommodations department. Candidates must make their requests for accommodations at the time of registration. Special accommodations include time extensions to accommodate learning disabilities or physical challenges. Candidates generally receive a time and a half extension. Vision-impaired candidates who require a reader will have twice the amount of time to complete their exams in a separate room with a reader and recorder. Other requests are reviewed on a case-by-case basis.

Q. **Does Cisco Press offer accessible book solutions for the CCNA curricula?**

A. Yes, Pearson does have a department that arranges for the provision of these files for students with accessible needs. Students can make a request through their [automated system](#).

If users encounter an issue or have a question with the request form, they can obtain help by contacting Alternate.Textbooks@pearsoned.com.

Q. **Who can I contact for more information?**

A. Please contact accessibility@cisco.com for more information.

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