

Voluntary Product Accessibility Template (VPAT)® 2.0

Project Name:	Blackboard Learn 9.1
Last Revision Date:	5 September 2018
Revision:	1.0

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Blackboard Learn 9.1 Accessibility Conformance Report

VPAT® 2.0 Version 1.0

Name of product/version:	Blackboard Learn 9.1
Product description:	Web application
Date:	4 September 2018
Contact information	Elizabeth Simister, Product Accessibility Manager, elizabeth.simister@blackboard.com
Notes	
Evaluation methods used:	<p>This conformance report is based on the results of an accessibility audit conducted by The Paciello Group on a representative sample of pages/components, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.0.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none">• Desktop browsers: Firefox, Chrome, IE, and Safari• Mobile browsers: Chrome, Safari• Assistive technologies: JAWS, NVDA, VoiceOver• Accessibility testing tools: aViewer, Inspect32, Web Accessibility Toolbar, Color Contrast Analyzer, browser developer tools
Applicable standards/guidelines	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none">• Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA.• Revised Section 508.

Terminology

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.
- **Supports with Exceptions:** 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 2.0 Level AAA.

Section 508 Chapter 1: Application and Administration

This VPAT is based on the [Revised 508 Standards](#) which incorporates [WCAG 2.0](#) by reference.

Section 508 Chapter 2: Scoping Requirements

As Blackboard Learn 9.1 is a web application, the following standards specifically apply:

- All Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, available at <http://www.w3.org/TR/WCAG20>.
- Section 508 Chapter 3: Functional Performance Criteria (FPC).
- Section 508 Chapter 6: Support Documentation and Services.

Note: When reporting on conformance with the WCAG 2.0 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](#).

WCAG 2.0 Report

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports with exceptions	The Blackboard Learn 9.1 web application does provide text alternatives for non-text items, with the following exception: <ul style="list-style-type: none">• The menu button in mobile responsive mode is created using CSS without a text alternative.
1.2.1 Audio-only and Video-only (Prerecorded)	Not applicable	The Blackboard Learn 9.1 web application does not have any prerecorded audio-only or prerecorded video-only media.
1.2.2 Captions (Prerecorded)	Not applicable	The Blackboard Learn 9.1 web application does not have any prerecorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not applicable	The Blackboard Learn 9.1 web application does not have any

Criteria	Conformance Level	Remarks and Explanations
		prerecorded video content.
1.3.1 Info and Relationships	Does not support	<p>The Blackboard Learn 9.1 web application does not define some semantics. Examples include:</p> <ul style="list-style-type: none"> • Some headings are not marked up as headings. • Some lists are not marked up as lists. • Some data tables are not marked up as tables. • Tables are used for layout purposes on some screens.
1.3.2 Meaningful Sequence	Supports with exceptions	<p>The correct reading sequence is meaningful throughout the Blackboard Learn 9.1 web application with the following exception:</p> <ul style="list-style-type: none"> • The correct reading sequence is not programmatically determinable for tabular data that has not been marked up as a data table.
1.3.3 Sensory Characteristics	Supports	The Blackboard Learn 9.1 web application does not rely on sensory characteristics for instructions.
1.4.1 Use of Color	Supports with exceptions	<p>The Blackboard Learn 9.1 web application does not rely on color to impart information, with the following exceptions:</p> <ul style="list-style-type: none"> • The current day on the calendar is displayed visually by color-alone.
1.4.2 Audio Control	Not applicable	The Blackboard Learn 9.1 web application does not have any audio

Criteria	Conformance Level	Remarks and Explanations
		content.
2.1.1 Keyboard	Supports with exceptions	All functionality is operable using the keyboard alone in the Blackboard Learn 9.1 web application, with the following exceptions: <ul style="list-style-type: none"> • Date picker controls cannot be operated using the keyboard in dialogs on the calendar screen. • Some buttons cannot be operated using the spacebar.
2.1.2 No Keyboard Trap	Supports	The Blackboard Learn 9.1 web application does not cause a keyboard trap.
2.2.1 Timing Adjustable	Does not support	The Blackboard Learn 9.1 web application session times out without warning the user or offering a chance to extend the session.
2.2.2 Pause, Stop, Hide	Not applicable	The Blackboard Learn 9.1 web application does not have content that blinks, scrolls, or updates regularly.
2.3.1 Three Flashes or Below Threshold	Supports	The Blackboard Learn 9.1 web application does not have flashing content.
2.4.1 Bypass Blocks	Supports with exceptions	The Blackboard Learn 9.1 web application does have a skip link, but the skip link never becomes visible and does not have a link phrase. The Blackboard Learn 9.1 web application also uses landmark regions to assist navigation, but the majority of the content is not

Criteria	Conformance Level	Remarks and Explanations
		contained within a landmark region.
2.4.2 Page Titled	Does not support	The Blackboard Learn 9.1 web application has a single generic page title that does not identify individual pages within the website.
2.4.3 Focus Order	Supports with exceptions	The Blackboard Learn 9.1 web application has a meaningful focus order, with some exceptions: <ul style="list-style-type: none"> • Focus goes to items in the hamburger menu when it is closed. • The focus order does not match the screen order in some places, such as the general header. • Non-interface elements, such as headings, are included in the keyboard tab order on some screens.
2.4.4 Link Purpose (In Context)	Supports with exceptions	The Blackboard Learn 9.1 web application has meaningful link phrases, with the following exceptions: <ul style="list-style-type: none"> • The skip link does not have a link phrase. • Social media links do not adequately describe the target.
3.1.1 Language of Page	Supports	The Blackboard Learn 9.1 web application identifies the default language on every page.
3.2.1 On Focus	Supports	The Blackboard Learn 9.1 web application does not cause a change of context on focus.
3.2.2 On Input	Supports with	The Blackboard Learn 9.1 web

Criteria	Conformance Level	Remarks and Explanations
	exceptions	<p>application does not cause an unexpected change of context when interacting with elements, with the following exception:</p> <ul style="list-style-type: none"> Expanding a disclosure button in the accordion moves focus to the list in the associated panel in the Global Navigation panel.
3.3.1 Error Identification	Supports	If an input error is detected in the Blackboard Learn 9.1 web application, the error is described to the user in text.
3.3.2 Labels or Instructions	Supports with exceptions	<p>The Blackboard Learn 9.1 web application has visible labels for most form controls, with some exceptions, including:</p> <ul style="list-style-type: none"> Some edit fields do not have a label. Some checkboxes do not have a label.
4.1.1 Parsing	Supports with exceptions	The Blackboard Learn 9.1 web application has minor parsing issues on some pages. Some pages contain duplicate id attribute values.
4.1.2 Name, Role, Value	Does not support	<p>The Blackboard Learn 9.1 web application provides the correct name, role, state, and other important accessibility information for most form controls, but there are some issues that may prevent people using assistive technologies from completing their task:</p> <ul style="list-style-type: none"> There are several instances throughout the application where regions are given an

Criteria	Conformance Level	Remarks and Explanations
		<p>application role, which suppresses native HTML semantics in those regions.</p> <ul style="list-style-type: none"> • Disclosure buttons do not have a button role, or other relevant properties for a disclosure button. • The hamburger menu does not have a button role, and accessible name, or other relevant properties for a menu button. • Dialogs do not have a dialog role, or other relevant properties for a dialog. • Some form controls do not have an accessible name, and the required and error state is not conveyed. • Some elements have incorrect roles. The main content area has a role of list, but contains regular content that is not a list.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not applicable	The Blackboard Learn 9.1 web application does not have live audio content.
1.2.5 Audio Description (Prerecorded)	Not applicable	The Blackboard Learn 9.1 web application does not have video content.
1.4.3 Contrast (Minimum)	Supports with exceptions	<p>The Blackboard Learn 9.1 web application has sufficient contrast between the foreground and background colors with the following exceptions:</p> <ul style="list-style-type: none"> • Light gray text on some screens has insufficient contrast. • Checkbox labels on the updates screen have insufficient contrast.
1.4.4 Resize text	Supports with exceptions	Text is resizable to 200% throughout the Blackboard Learn 9.1 web application without a loss of content or functionality, but pinch zoom is disabled for touch screen.
1.4.5 Images of Text	Supports	The Blackboard Learn 9.1 web application does not contain images of text.
2.4.5 Multiple Ways	Supports	The Blackboard Learn 9.1 web application has multiple ways of locating screens, except those that are part of a step in a process.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels	Supports with exceptions	<p>Headings and labels are descriptive throughout the Blackboard Learn 9.1 web application, with the following exception:</p> <ul style="list-style-type: none"> • Visually hidden headings in the top navigation panel have heading text that does not match the content that follows.
2.4.7 Focus Visible	Supports with exceptions	<p>The Blackboard Learn 9.1 web application has a visible indication of focus with the following exceptions:</p> <ul style="list-style-type: none"> • There is no visible indication of focus on the skip link. • Focus goes to hidden links when the hamburger menu is collapsed. • A hidden link receives keyboard focus on the Add Module screen. • Some focusable items have no visual indication of focus.
3.1.2 Language of Parts	Not applicable	The Blackboard Learn 9.1 web application does not contain text with a change of language.
3.2.3 Consistent Navigation	Supports	The Blackboard Learn 9.1 web application has a consistent navigation mechanism.
3.2.4 Consistent Identification	Supports	The Blackboard Learn 9.1 web application components are

Criteria	Conformance Level	Remarks and Explanations
		identified consistently.
3.3.3 Error Suggestion	Not applicable	There are no known suggestions for correction when errors are detected in the Blackboard Learn 9.1 web application.
3.3.4 Error Prevention (Legal, Financial, Data)	Not applicable	The Blackboard Learn 9.1 web application does not have legal commitments or financial transaction.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded)	Not evaluated	
1.2.8 Media Alternative (Prerecorded)	Not evaluated	
1.2.9 Audio-only (Live)	Not evaluated	
1.4.6 Contrast Enhanced	Not evaluated	
1.4.7 Low or No Background Audio	Not evaluated	
1.4.8 Visual Presentation	Not evaluated	
1.4.9 Images of Text (No Exception) Control	Not evaluated	
2.1.3 Keyboard (No Exception)	Not evaluated	
2.2.3 No Timing	Not evaluated	
2.2.4 Interruptions	Not evaluated	
2.2.5 Re-authenticating	Not evaluated	
2.3.2 Three Flashes	Not evaluated	
2.4.8 Location	Not evaluated	
2.4.9 Link Purpose (Link Only)	Not evaluated	
2.4.10 Section Headings	Not evaluated	
3.1.3 Unusual Words	Not evaluated	
3.1.4 Abbreviations	Not evaluated	
3.1.5 Reading Level	Not evaluated	
3.1.6 Pronunciation	Not evaluated	

Criteria	Conformance Level	Remarks and Explanations
3.2.5 Change on Request	Not evaluated	
3.3.5 Help	Not evaluated	
3.3.6 Error Prevention (All)	Not evaluated	

Section 508 Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	The Blackboard Learn 9.1 web application provides the correct name, role, state, and other important accessibility information for some form controls, but there are some issues that prevent people using assistive technologies from completing their task.
302.2 With Limited Vision	Supports with exceptions	The Blackboard Learn 9.1 web application can be used by people with limited vision, but some text has insufficient color contrast and pinch zoom is disabled for touch screen devices.
302.3 Without Perception of Color	Supports with exceptions	The Blackboard Learn 9.1 web application can be used without color perception, with the exception that the current day in the calendar is indicated visually by color-alone.
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports with exceptions	The Blackboard Learn 9.1 web application is usable by people with limited manipulation, apart from the date picker, which cannot be operated using the keyboard.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Section 508 Chapter 4: Hardware

Notes: The Blackboard Learn 9.1 product is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality		
<i>402.1 General</i>		
<i>402.2 Speech-Output Enabled</i>		
402.2.1 Information Displayed On-Screen	Not applicable	
402.2.2 Transactional Outputs	Not applicable	
402.2.3 Speech Delivery Type and Coordination	Not applicable	
402.2.4 User Control	Not applicable	
402.2.5 Braille Instructions	Not applicable	
<i>402.3 Volume</i>		
402.3.1 Private Listening	Not applicable	
402.3.2 Non-private Listening	Not applicable	
402.4 Characters on Display Screens	Not applicable	
402.5 Characters on Variable Message Signs	Not applicable	
403 Biometrics		
403.1 General	Not applicable	
404 Preservation of Information Provided for Accessibility		
404.1 General	Not applicable	
405 Privacy		
405.1 General	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
406 Standard Connections		
406.1 General	Not applicable	
407 Operable Parts		
407.2 Contrast	Not applicable	
<i>407.3 Input Controls</i>		
407.3.1 Tactilely Discernible	Not applicable	
407.3.2 Alphabetic Keys	Not applicable	
407.3.3 Numeric Keys	Not applicable	
407.4 Key Repeat	Not applicable	
407.5 Timed Response	Not applicable	
407.6 Operation	Not applicable	
407.7 Tickets, Fare Cards, and Keycards	Not applicable	
<i>407.8 Reach, Height and Depth</i>		
407.8.1 Vertical Reference Plane	Not applicable	
407.8.1.1 Vertical Plane for Side Reach	Not applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	
407.8.2 Side Reach	Not applicable	
407.8.2.1 Unobstructed Side Reach	Not applicable	
407.8.2.2 Obstructed Side Reach	Not applicable	
407.8.3 Forward Reach	Not applicable	
407.8.3.1 Unobstructed Forward	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
Reach		
407.8.3.2 Obstructed Forward Reach	Not applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	
408 Display Screens		
408.2 Visibility	Not applicable	
408.3 Flashing	Not applicable	
409 Status Indicators		
409.1 General	Not applicable	
410 Color Coding		
410.1 General	Not applicable	
411 Audible Signals		
411.1 General	Not applicable	
412 ICT with Two-Way Voice Communication		
412.2 Volume Gain		
412.2.1 Volume Gain for Wireline Telephones	Not applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	
412.3 Interference Reduction and Magnetic Coupling		

Criteria	Conformance Level	Remarks and Explanations
412.3.1 Wireless Handsets	Not applicable	
412.3.2 Wireline Handsets	Not applicable	
412.4 Digital Encoding of Speech	Not applicable	
412.5 Real-Time Text Functionality	Not applicable	
412.6 Caller ID	Not applicable	
412.7 Video Communication	Not applicable	
413 Closed Caption Processing Technologies		
413.1.1 Decoding and Display of Closed Captions	Not applicable	
413.1.2 Pass-Through of Closed Caption Data	Not applicable	
414 Audio Description Processing Technologies		
414.1.1 Digital Television Tuners	Not applicable	
414.1.2 Other ICT	Not applicable	
415 User Controls for Captions and Audio Descriptions		
415.1.1 Caption Controls	Not applicable	
415.1.2 Audio Description Controls	Not applicable	

Section 508 Chapter 5: Software

Notes: The Blackboard Learn 9.1 product is not a software product.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Refer to the WCAG 2.0 section.	Refer to the WCAG 2.0 section.
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not applicable	
502.2.2 No Disruption of Accessibility Features	Not applicable	
<i>502.3 Accessibility Services</i>		
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	

Criteria	Conformance Level	Remarks and Explanations
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		
503.2 User Preferences	Not applicable	
503.3 Alternative User Interfaces	Not applicable	
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not applicable	
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	

Section 508 Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	The documentation for Blackboard Learn 9.1 lists and explains the accessibility and compatibility features of the product online.
602.3 Electronic Support Documentation	Supports with exceptions	The documentation does not currently comply with all WCAG 2.0 A/AA. Issues include: <ul style="list-style-type: none"> • Sub-items in the side navigation panel are not reachable or operable using the keyboard. • The disclosure widgets in the side navigation do not expose the correct role and other relevant properties for disclosure widgets. • The navigation panel disclosure button is reachable using the keyboard. • Some links are visually evident by color-alone. • The language selector does not have a visible label.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All necessary documentation for Blackboard Learn 9.1 is provided electronically.

Criteria	Conformance Level	Remarks and Explanations
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Not applicable	Blackboard Learn 9.1 does not offer support services.
603.3 Accommodation of Communication Needs	Supports with exceptions	Blackboard Learn 9.1 primary support is initially provided by email, which may not be accessible to all users.

Legal disclaimer

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