Blackboard Accessibility Conformance Report

VPAT® Version 2.4

|  |  |
| --- | --- |
| Name of product/version: | Blackboard – SmartView Advisor Desktop |
| Product description: | Website |
| Report date: | 6 July 2021 |
| Contact information | Elizabeth Simister, Product Accessibility Manager, accessibility@blackboard.com |
| Notes |  |
| Evaluation methods used: | This conformance report is based on the results of an accessibility audit conducted by [TPG Interactive](https://tpgi.com/) on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.The [W3C Website Accessibility Conformance Evaluation Methodology](http://www.w3.org/TR/WCAG-EM/) (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.The following applications were used as part of the audit to identify potential accessibility issues:Desktop browsers: Chrome, FirefoxAssistive technologies: JAWS, NVDAAccessibility testing tools: Accessibility Viewer by TPG, ARC Toolkit by TPG, Chrome Developer Tools, Colour Contrast Analyser by TPG, Firefox Developer Tools, W3C Nu HTML Checker |
| Applicable standards/guidelines | This report covers the degree of conformance for the following accessibility standards/guidelines:[Web Content Accessibility Guidelines (WCAG) 2.0](http://www.w3.org/TR/WCAG20) Level A/AA.[Web Content Accessibility Guidelines (WCAG) 2.1](https://www.w3.org/TR/WCAG21/) Level A/AA.[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf), - V3.1.1 (2019-11) |

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 Level AAA criteria.

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## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

* Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.
* EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation

**Table 1: Web Content Accessibility Guidelines (WCAG) 2.1, Level A**

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)Also applies to:EN 301 549 Criteria* 9.1.1.1 (Web)
* 10.1.1.1 (Non-web document)
* 11.1.1.1.1 (Open Functionality Software)
* 11.1.1.1.2 (Closed Functionality Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with minor exceptions. These include: icon fonts used throughout the site, and some content images. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)Also applies to:EN 301 549 Criteria* 9.1.2.1 (Web)
* 10.1.2.1 (Non-web document)
* 11.1.2.1.1 (Open Functionality Software)
* 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The web site flow contains no audio-only or video-only content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)Also applies to:EN 301 549 Criteria* 9.1.2.2 (Web)
* 10.1.2.2 (Non-web document)
* 11.1.2.2 (Open Functionality Software)
* 11.1.2.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The web site does not contain synchronized media with prerecorded audio content. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A)Also applies to:EN 301 549 Criteria* 9.1.2.3 (Web)
* 10.1.2.3 (Non-web document)
* 11.1.2.3.1 (Open Functionality Software)
* 11.1.2.3.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The web site does not contain any synchronized media which would require an alternative for time-based media or audio description. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)Also applies to:EN 301 549 Criteria* 9.1.3.1 (Web)
* 10.1.3.1 (Non-web document)
* 11.1.3.1.1 (Open Functionality Software)
* 11.1.3.1.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with significant exceptions. These include: lack of HTML page structure elements, absence of headings, excluded table column headers, missing landmark regions. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)Also applies to:EN 301 549 Criteria* 9.1.3.2 (Web)
* 10.1.3.2 (Non-web document)
* 11.1.3.2.1 (Open Functionality Software)
* 11.1.3.2.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | The correct reading sequence of content can be programmatically determined. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(Level A)Also applies to:EN 301 549 Criteria* 9.1.3.3 (Web)
* 10.1.3.3 (Non-web document)
* 11.1.3.3 (Open Functionality Software)
* 11.1.3.3 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The majority of instructions provided for understanding and operating content do not rely solely on sensory characteristics of components, with some exceptions. These include: the *Quick Answer* screen’s guidance on using the application via images does not convey the relative position and screen reader announcements for controls. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)Also applies to:EN 301 549 Criteria* 9.1.4.1 (Web)
* 10.1.4.1 (Non-web document)
* 11.1.4.1 (Open Functionality Software)
* 11.1.4.1 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | In the majority of cases, color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, with some exceptions. These include: links on the *Integration* screen that are indistinguishable from surround content, and pagination controls that convey position with solely color on the *Caller* screen. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)Also applies to:EN 301 549 Criteria* 9.1.4.2 (Web)
* 10.1.4.2 (Non-web document)
* 11.1.4.2 (Open Functionality Software)
* 11.1.4.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The web site does not contain any audio which plays automatically for more than 3 seconds. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)Also applies to:EN 301 549 Criteria* 9.2.1.1 (Web)
* 10.2.1.1 (Non-web document)
* 11.2.1.1.1 (Open Functionality Software)
* 11.2.1.1.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Much of the functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. However, there are significant exceptions. These include: the tab navigation necessary to move between screens of the application, interactive table content (such as sorting or selectable rows) as on the *Caller* screen, the date picker, canned responses on the *Case* screen, and some form fields. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)Also applies to:EN 301 549 Criteria* 9.2.1.2 (Web)
* 10.2.1.2 (Non-web document)
* 11.2.1.2 (Open Functionality Software)
* 11.2.1.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface. |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only)Also applies to:EN 301 549 Criteria* 9.2.1.4 (Web)
* 10.2.1.4 (Non-web document)
* 11.2.1.4.1 (Open Functionality Software)
* 11.2.1.4.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Not applicable | The web site does not provide keyboard shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)Also applies to:EN 301 549 Criteria* 9.2.2.1 (Web)
* 10.2.2.1 (Non-web document)
* 11.2.2.1 (Open Functionality Software)
* 11.2.2.1 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Does not support | The website features time limits of less than 20 hours which are not essential or tied to real-time events, and provides no mechanisms for users to turn off, adjust or extend the time limit. This includes each screen that uses the session time-out. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)Also applies to:EN 301 549 Criteria* 9.2.2.2 (Web)
* 10.2.2.2 (Non-web document)
* 11.2.2.2 (Open Functionality Software)
* 11.2.2.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The web site does not contain any moving, blinking, scrolling or auto-updating content (presented in parallel with other content). |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)Also applies to:EN 301 549 Criteria* 9.2.3.1 (Web)
* 10.2.3.1 (Non-web document)
* 11.2.3.1 (Open Functionality Software)
* 11.2.3.1(Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | The website does not contain anything that flashes more than three times in any one second period. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)Also applies to:EN 301 549 Criteria* 9.2.4.1 (Web)
* 10.2.4.1 (Non-web document) – Does not apply
* 11.2.4.1 (Open Functionality Software) – Does not apply
* 11.2.4.1 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 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
 | Does not support | A mechanism to bypass blocks of content that are repeated on multiple Web pages is not available. These include: a lack of a skip link control in the site header, lack of landmark navigation, and few or no headings. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)Also applies to:EN 301 549 Criteria* 9.2.4.2 (Web)
* 10.2.4.2 (Non-web document)
* 11.2.4.2 (Open Functionality Software) - Does not apply
* 11.2.4.2 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The majority of pages in the website have titles that describe their topic or purpose, with some exceptions. These include: any new windows, the *Knowledge Base Search*, and the *FAQs* page. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)Also applies to:EN 301 549 Criteria* 9.2.4.3 (Web)
* 10.2.4.3 (Non-web document)
* 11.2.4.3 (Open Functionality Software)
* 11.2.4.3 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Focusable components receive focus in an order that preserves meaning and operability, with some exceptions. These include: the page-level tab controls, custom select menus, the *Quick Case* modal, and the *Quick Answers* modal. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)Also applies to:EN 301 549 Criteria* 9.2.4.4 (Web)
* 10.2.4.4 (Non-web document)
* 11.2.4.4 (Open Functionality Software)
* 11.2.4.4 (Closed Software
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | There are some exceptions where the purpose of each link cannot be determined from the link text alone or from the link text together with its programmatically determined link context. These include: links in the *Greeting* page under the *Scope* tab. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only)Also applies to:EN 301 549 Criteria* 9.2.5.1 (Web)
* 10.2.5.1 (Non-web document)
* 11.2.5.1 (Open Functionality Software)
* 11.2.5.1 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply |  Not applicable | The web site does not use multi-pointer/multi-touch interactions or path-based gestures. |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only)Also applies to:EN 301 549 Criteria* 9.2.5.2 (Web)
* 10.2.5.2 (Non-web document)
* 11.2.5.2 (Open Functionality Software)
* 11.2.5.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply |  Supports | For all content that can be operated using a single pointer, the down-event of the pointer is not used to execute any part of the function. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only)Also applies to:EN 301 549 Criteria* 9.2.5.3 (Web)
* 10.2.5.3 (Non-web document)
* 11.2.5.3 (Open Functionality Software)
* 11.2.5.3 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Partially supports | For most user interface components with labels that include text or images of text, the accessible name of the component contains the text that is presented visually, with some exceptions. These include: the native HTML fields in the *Quick Case*, *Caller*, *Case*, *LMS*, and *Knowledge Base Search* screens. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only)Also applies to:EN 301 549 Criteria* 9.2.5.4 (Web)
* 10.2.5.4 (Non-web document)
* 11.2.5.4 (Open Functionality Software)
* 11.2.5.4 (Closed Software
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply |  Not applicable | The web site does not feature functionality that can be operated by device or user motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)Also applies to:EN 301 549 Criteria* 9.3.1.1 (Web)
* 10.3.1.1 (Non-web document)
* 11.3.1.1.1 (Open Functionality Software)
* 11.3.1.1.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Does not support | The human language of pages in the website are not correctly identified with the exception of the login screen. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)Also applies to:EN 301 549 Criteria* 9.3.2.1 (Web)
* 10.3.2.1 (Non-web document)
* 11.3.2.1 (Open Functionality Software)
* 11.3.2.1 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | Components do not initiate a change of context when they receive focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)Also applies to:EN 301 549 Criteria* 9.3.2.2 (Web)
* 10.3.2.2 (Non-web document)
* 11.3.2.2 (Open Functionality Software)
* 11.3.2.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | Changing the settings of user interface components does not automatically cause a change of context. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)Also applies to:EN 301 549 Criteria* 9.3.3.1 (Web)
* 10.3.3.1 (Non-web document)
* 11.3.3.1.1 (Open Functionality Software)
* 11.3.3.1.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The website generally disables the submit button until all fields have been entered instead of using error messages. Input errors that are automatically detected on submission, for the screens where the submit button is enabled, the items that are in error are visually identified but the errors described in text are not necessarily useful. These include: error messages on the login form, required notification on the WYSIWYG editor. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)Also applies to:EN 301 549 Criteria* 9.3.3.2 (Web)
* 10.3.3.2 (Non-web document)
* 11.3.3.2 (Open Functionality Software)
* 11.3.3.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Labels or instructions are provided for the majority of content that requires user input, with some exceptions. These include: instructions for the WYSIWYG editor that are absent or do not work. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)Also applies to:EN 301 549 Criteria* 9.4.1.1 (Web)
* 10.4.1.1 (Non-web document)
* 11.4.1.1.1 (Open Functionality Software)
* 11.4.1.1.2 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The majority of markup-based content does not have any parsing issues known to have an accessibility impact, with some exceptions. These include: duplicated ID values on the *Integration* screen, incorrect ARIA attributes on the *Caller* screen, and nested interactive controls on the *My Notes* screen. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)Also applies to:EN 301 549 Criteria* 9.4.1.2 (Web)
* 10.4.1.2 (Non-web document)
* 11.4.1.2.1 (Open Functionality Software)
* 11.4.1.2.2 (Closed Software) – Not required
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | For most user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. However, there are many exceptions. These include: missing accessible names for most native HTML controls, missing roles for the navigation tabs, no affordances for draggable content on the *Case Information* screen, incorrect ARIA roles and attributes use on tabs, disclosures, and widgets. |

**Table 2: Web Content Accessibility Guidelines (WCAG) 2.1, Level AA**

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.2.4 (Web)
* 10.1.2.4 (Non-web document)
* 11.1.2.4 (Open Functionality Software)
* 11.1.2.4 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The web site does not contain synchronized media with *live* audio content. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.2.5 (Web)
* 10.1.2.5 (Non-web document)
* 11.1.2.5 (Open Functionality Software)
* 11.1.2.5 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The web site does not contain any synchronized media which would require an audio description. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.3.4 (Web)
* 10.1.3.4 (Non-web document)
* 11.1.3.4 (Open Functionality Software)
* 11.1.3.4 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply |  Supports | All content and functionality are presented and usable at different orientations |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.3.5 (Web)
* 10.1.3.5 (Non-web document)
* 11.1.3.5 (Open Functionality Software)
* 11.1.3.5 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply |  Does not support | The purpose of input fields collecting information about the user cannot be programmatically determined. There are two field that would support this but do not: the username and password fields on the *Log On* screen. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.4.3 (Web)
* 10.1.4.3 (Non-web document)
* 11.1.4.3 (Open Functionality Software)
* 11.1.4.3 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The majority of text and images of text has sufficient contrast, with some significant exceptions. These include: the red asterisks used throughout, links and text in the header and footer, many of the buttons throughout the screens. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.4.4 (Web)
* 10.1.4.4 (Non-web document)
* 11.1.4.4.1 (Open Functionality Software)
* 11.1.4.4.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The majority of pages in the website allow text to be resized / zoomed up to 200% without loss of content or functionality, with some exceptions. These include: the *Log On­* screen (which forbids resize), overlapping text on *Case Information*, and disappearing Phase Tracker styles on *Integration*. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.4.5 (Web)
* 10.1.4.5 (Non-web document)
* 11.1.4.5.1 (Open Functionality Software)
* 11.1.4.5.2 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The majority of text is implemented as text characters. However, there are some instances of images of text which could be achieved as text. These include: instructions in the screen shots on the *Quick Answer* screen. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.4.10 (Web)
* 10.1.4.10 (Non-web document)
* 11.1.4.10.1 (Open Functionality Software)
* 11.1.4.10.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply |  Does not support | Resizing the website to a width of 320 CSS pixels / a height of 256 CSS pixels results in either (sometimes both) a loss of content or functionality *or* results in the need to scroll in two dimensions. These include: the footer which occludes content behind it, some WYSIWYG controls getting clipped, and modals that require scrolling on two axes. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.4.11 (Web)
* 10.1.4.11 (Non-web document)
* 11.1.4.11 (Open Functionality Software)
* 11.1.4.11 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply |  Partially supports | The majority of interface components and graphical objects have a contrast ratio of at least 3:1, with some exceptions. These include: the icons used in the script panel on the *Greeting* screen, the close control on the modals, the icons in the header and footer, and some of the WYSIWYG buttons. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.4.12 (Web)
* 10.1.4.12 (Non-web document)
* 11.1.4.12 (Open Functionality Software)
* 11.1.4.12 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply |  Partially supports | The majority of the website allows for relevant text style properties to be changed without loss of content or functionality, with one exception: the WYSIWYG editor can sometimes clip or occlude buttons as the space between them increases. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.4.13 (Web)
* 10.1.4.13 (Non-web document)
* 11.1.4.13 (Open Functionality Software)
* 11.1.4.13 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply |  Supports | Additional content that appears on hover or focus is dismissable, hoverable and persistent. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)Also applies to:EN 301 549 Criteria* 9.2.4.5 (Web)
* 10.2.4.5 (Non-web document) – Does not apply
* 11.2.4.5 (Open Functionality Software) – Does not apply
* 11.2.4.5 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 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 | As the web site is comprised entirely of pages which are the result of, or a step in, a process, this criterion is not applicable. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)Also applies to:EN 301 549 Criteria* 9.2.4.6 (Web)
* 10.2.4.6 (Non-web document)
* 11.2.4.6 (Open Functionality Software)
* 11.2.4.6 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The majority of headings and labels appropriately describe the topic or purpose of their related content, with some exceptions. These include: the accessible name for each WYSIWYG is not unique when there is more than one, as in the *Case* screen. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)Also applies to:EN 301 549 Criteria* 9.2.4.7 (Web)
* 10.2.4.7 (Non-web document)
* 11.2.4.7 (Open Functionality Software)
* 11.2.4.7 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | All keyboard operable user interface components provide a visible keyboard focus indicator. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.1.2 (Web)
* 10.3.1.2 (Non-web document)
* 11.3.1.2 (Open Functionality Software) – Does not apply
* 11.3.1.2 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Does not support | The human language of each passage or phrase in the content cannot be programmatically determined. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.2.3 (Web)
* 10.3.2.3 (Non-web document) – Does not apply
* 11.3.2.3 (Open Functionality Software) – Does not apply
* 11.3.2.3 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 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 | The screens are either a single page where navigation does not load a new page or modals with no navigation. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.2.4 (Web)
* 10.3.2.4 (Non-web document) – Does not apply
* 11.3.2.4 (Open Functionality Software) – Does not apply
* 11.3.2.4 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 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
 | Supports | Components that have the same functionality are the common navigation elements in the single view. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.3.3 (Web)
* 10.3.3.3 (Non-web document)
* 11.3.3.3 (Open Functionality Software)
* 11.3.3.3 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | For both automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user. This includes the log on form.  |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.3.4 (Web)
* 10.3.3.4 (Non-web document)
* 11.3.3.4 (Open Functionality Software)
* 11.3.3.4 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The web site does not contain pages that cause legal commitments or financial transactions to occur, modify or delete user-controllable data in a data storage system, or submit user test responses. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.4.1.3 (Web)
* 10.4.1.3 (Non-web document) – Does not apply
* 11.4.1.3 (Open Functionality Software) – Does not apply
* 11.4.1.3 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Not applicable | The web site does not feature status messages. |

### Table 3: Web Content Accessibility Guidelines (WCAG) 2.1, Level AAA

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.2.6 Sign Language (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-sign) (Level AAA) | Not evaluated |  |
| [**1.2.7 Extended Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-extended-ad) (Level AAA) | Not evaluated |  |
| [**1.2.8 Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-text-doc) (Level AAA) | Not evaluated |  |
| [**1.2.9 Audio-only (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-live-audio-only) (Level AAA) | Not evaluated |  |
| [**1.3.6 Identify Purpose**](https://www.w3.org/TR/WCAG21/#identify-purpose) (Level AAA 2.1 only) | Not evaluated |  |
| [**1.4.6 Contrast Enhanced**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast7) (Level AAA) | Not evaluated |  |
| [**1.4.7 Low or No Background Audio**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-noaudio) (Level AAA) | Not evaluated |  |
| [**1.4.8 Visual Presentation**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-visual-presentation) (Level AAA) | Not evaluated |  |
| [**1.4.9 Images of Text (No Exception) Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-images) (Level AAA) | Not evaluated |  |
| [**2.1.3 Keyboard (No Exception)**](http://www.w3.org/TR/WCAG20/#keyboard-operation-all-funcs) (Level AAA) | Not evaluated |  |
| [**2.2.3 No Timing**](http://www.w3.org/TR/WCAG20/#time-limits-no-exceptions) (Level AAA) | Not evaluated |  |
| [**2.2.4 Interruptions**](http://www.w3.org/TR/WCAG20/#time-limits-postponed) (Level AAA) | Not evaluated |  |
| [**2.2.5 Re-authenticating**](http://www.w3.org/TR/WCAG20/#time-limits-server-timeout) (Level AAA) | Not evaluated |  |
| [**2.2.6 Timeouts**](https://www.w3.org/TR/WCAG21/#timeouts) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.3.2 Three Flashes**](http://www.w3.org/TR/WCAG20/#seizure-three-times) (Level AAA) | Not evaluated |  |
| [**2.3.3 Animation from Interactions**](https://www.w3.org/TR/WCAG21/#animation-from-interactions) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.4.8 Location**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-location) (Level AAA) | Not evaluated |  |
| [**2.4.9 Link Purpose (Link Only)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-link) (Level AAA) | Not evaluated |  |
| [**2.4.10 Section Headings**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-headings) (Level AAA) | Not evaluated |  |
| [**2.5.5 Target Size**](https://www.w3.org/TR/WCAG21/#target-size) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.5.6 Concurrent Input Mechanisms**](https://www.w3.org/TR/WCAG21/#concurrent-input-mechanisms) (Level AAA 2.1 only) | Not evaluated |  |
| [**3.1.3 Unusual Words**](http://www.w3.org/TR/WCAG20/#meaning-idioms) (Level AAA) | Not evaluated |  |
| [**3.1.4 Abbreviations**](http://www.w3.org/TR/WCAG20/#meaning-located) (Level AAA) | Not evaluated |  |
| [**3.1.5 Reading Level**](http://www.w3.org/TR/WCAG20/#meaning-supplements) (Level AAA) | Not evaluated |  |
| [**3.1.6 Pronunciation**](http://www.w3.org/TR/WCAG20/#meaning-pronunciation) (Level AAA) | Not evaluated |  |
| [**3.2.5 Change on Request**](http://www.w3.org/TR/WCAG20/#consistent-behavior-no-extreme-changes-context) (Level AAA) | Not evaluated |  |
| [**3.3.5 Help**](http://www.w3.org/TR/WCAG20/#minimize-error-context-help) (Level AAA) | Not evaluated |  |
| [**3.3.6 Error Prevention (All)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible-all) (Level AAA) | Not evaluated |  |

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#302-functional-performance-criteria) (FPC)

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 302.1 Without Vision | Partially supports | The Blackboard SmartView Advisor Desktop website provides the correct name, role, state, and other important accessibility information for many interface elements. See WCAG 2.x Report section for more information. |
| 302.2 With Limited Vision | Partially supports | The Blackboard SmartView Advisor Desktop website can be used with limited vision, with some color contrast issues and some links and states being evident by color alone. See WCAG 2.x Report section for more information. |
| 302.3 Without Perception of Color | Partially supports | The Blackboard SmartView Advisor Desktop website does not rely on color perception, apart from some state indicators that are visually evident by color alone. See WCAG 2.x Report section for more information. |
| 302.4 Without Hearing | Supports |  |
| 302.5 With Limited Hearing | Supports |  |
| 302.6 Without Speech | Supports |  |
| 302.7 With Limited Manipulation | Partially supports | The Blackboard SmartView Advisor Desktop website can be used with limited mobility, except for the primary screen navigation and some components throughout screens. See WCAG 2.x Report section for more information. |
| 302.8 With Limited Reach and Strength | Supports |  |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | The Blackboard SmartView Advisor Desktop website can be used with limited language, cognitive, or learning abilities, though there are some challenges due to session timeout, absent labels, and lack of language identification. See WCAG 2.x Report section for more information.  |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general)

Notes: The Blackboard SmartView Advisor Desktop website is not a hardware product.

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**402 Closed Functionality**](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#402-closed-functionality) | Heading cell – no response required | Heading cell – no response required |
| ***402.1 General*** | Heading cell – no response required | Heading cell – no response required |
| ***402.2 Speech-Output Enabled*** | Heading cell – no response required | Heading cell – no response required |
| 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 |  |
| ***402.3 Volume*** | Heading cell – no response required | Heading cell – no response required |
| 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***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#403-biometrics) | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | Not applicable |  |
| [***404 Preservation of Information Provided for Accessibility***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#404-preservation-information) | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Not applicable |  |
| [***405 Privacy***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#405-privacy) | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | Not applicable |  |
| [***406 Standard Connections***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#406-standard-connections) | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Not applicable |  |
| [***407 Operable Parts***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#407-operable-parts) | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Not applicable |  |
| ***407.3 Input Controls*** | Heading cell – no response required | Heading cell – no response required |
| 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 |  |
| ***407.8 Reach Height and Depth*** | Heading cell – no response required | Heading cell – no response required |
| 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 Reach | Not applicable |  |
| 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***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#408-display-screens) | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not applicable |  |
| 408.3 Flashing | Not applicable |  |
| [***409 Status Indicators***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#409-status-indicators) | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Not applicable |  |
| [***410 Color Coding***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#410-color-coding) | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Not applicable |  |
| [***411 Audible Signals***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#411-audible-signals) | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Not applicable |  |
| [***412 ICT with Two-Way Voice Communication***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#412-two-way-communication) | Heading cell – no response required | Heading cell – no response required |
| ***412.2 Volume Gain*** | Heading cell – no response required | Heading cell – no response required |
| 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*** | Heading cell – no response required | Heading cell – no response required |
| 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 |  |
| ***412.8 Legacy TTY Support*** | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | Not applicable |  |
| 412.8.2 Voice and Hearing Carry Over | Not applicable |  |
| 412.8.3 Signal Compatibility | Not applicable |  |
| 412.8.4 Voice Mail and Other Messaging Systems | Not applicable |  |
| [***413 Closed Caption Processing Technologies***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#413-closed-caption) | Heading cell – no response required | Heading cell – no response required |
| 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***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#414-audio-description) | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | Not applicable |  |
| 414.1.2 Other ICT | Not applicable |  |
| [***415 User Controls for Captions and Audio Descriptions***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#415-user-controls-captions-audio-descriptions) | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | Not applicable |  |
| 415.1.2 Audio Description Controls | Not applicable |  |

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#501-general)

Notes: The Blackboard SmartView Advisor Desktop is a website, not a software product. However, the website includes some authoring functionality, hence Chapter 5: Software 504 Authoring Tools applies to this product.

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See the WCAG 2.x Report section. | See the WCAG 2.x Report section. |
| [***502 Interoperability with Assistive Technology***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#502-interoperability-assistive-technology) | 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 |  |
| [***503 Applications***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#503-applications) | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not applicable |  |
| 503.3 Alternative User Interfaces | Not applicable |  |
| ***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***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#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 Report | See WCAG 2.x Report |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable |  |
| 504.2.2 PDF Export | Not applicable |  |
| 504.3 Prompts | Supports | The Blackboard SmartView Advisor Desktop website includes fields for authors to provide alternative text for images. |
| 504.4 Templates | Not applicable |  |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#601-general)

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 601.1 Scope |  |  |
| [***602 Support Documentation***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#602-support-documentation) |  |  |
| 602.2 Accessibility and Compatibility Features | Does not support | The documentation for the Blackboard SmartView Advisor Desktop website does not list or explain accessibility and compatibility features of the product. |
| 602.3 Electronic Support Documentation | Partially supports | The documentation mostly complies with WCAG 2.1 A/AA, but there may be older content posted that has not been verified for accessibility. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not applicable | All necessary documentation for the Blackboard SmartView Advisor Desktop website is provided electronically. |
| ***[603 Support Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%22%20%5Cl%20%22603-support-services)*** |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | The Blackboard SmartView Advisor Desktop website does not offer support services. |
| 603.3 Accommodation of Communication Needs | Partially supports | Support services for the Blackboard SmartView Advisor Desktop website are provided via email, which may not be accessible to some users. |

## EN 301 549 Report

### Chapter 4: [Functional Performance Statements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=17) (FPS)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 4.2.1 Usage without vision | Partially supports | The Blackboard SmartView Advisor Desktop website provides the correct name, role, state, and other important accessibility information for many interface elements. See WCAG 2.x Report section for more information. |
| 4.2.2 Usage with limited vision | Partially supports | The Blackboard SmartView Advisor Desktop website can be used with limited vision, with some color contrast issues and some links and states being evident by color alone. See WCAG 2.x Report section for more information. |
| 4.2.3 Usage without perception of colour | Partially supports | The Blackboard SmartView Advisor Desktop website does not rely on color perception, apart from some state indicators that are visually evident by color alone. See WCAG 2.x Report section for more information. |
| 4.2.4 Usage without hearing | Supports |  |
| 4.2.5 Usage with limited hearing | Supports |  |
| 4.2.6 Usage without vocal capability | Supports |  |
| 4.2.7 Usage with limited manipulation or strength | Partially supports | The Blackboard SmartView Advisor Desktop website can be used with limited mobility, except for the primary screen navigation and some components throughout screens. See WCAG 2.x Report section for more information. |
| 4.2.8 Usage with limited reach | Supports |  |
| 4.2.9 Minimize photosensitive seizure triggers | Supports |  |
| 4.2.10 Usage with limited cognition | Partially Supports | The Blackboard SmartView Advisor Desktop website can be used with limited language, cognitive, or learning abilities, though there are some challenges due to session timeout, absent labels, and lack of language identification. See WCAG 2.x Report section for more information.  |
| 4.2.11 Privacy | Supports |  |

### Chapter 5: [Generic Requirements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf%22%20%5Cl%20%22page%3D20)

Notes: The Blackboard SmartView Advisor Desktop website does not contain functionality limited by characteristics that prevents a user from attaching, installing, or using assistive technology.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***5.1 Closed functionality*** | Heading cell – no response required | Heading cell – no response required |
| ***5.1.2 General*** | Heading cell – no response required | Heading cell – no response required |
| ***5.1.2.1 Closed functionality*** | See 5.2 through 13 | See information in 5.2 through 13 |
| ***5.1.2.2 Assistive technology*** | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| ***5.1.3 Non-visual access*** | Heading cell – no response required | Heading cell – no response required |
| 5.1.3.1 General | Not applicable |  |
| 5.1.3.2 Auditory output delivery including speech | Not applicable |  |
| 5.1.3.3 Auditory output correlation | Not applicable |  |
| 5.1.3.4 Speech output user control | Not applicable |  |
| 5.1.3.5 Speech output automatic interruption | Not applicable |  |
| 5.1.3.6 Speech output for non-text content | Not applicable |  |
| 5.1.3.7 Speech output for video information | Not applicable |  |
| 5.1.3.8 Masked entry | Not applicable |  |
| 5.1.3.9 Private access to personal data | Not applicable |  |
| 5.1.3.10 Non-interfering audio output | Not applicable |  |
| 5.1.3.11 Private listening | Not applicable |  |
| 5.1.3.12 Speaker volume | Not applicable |  |
| 5.1.3.13 Volume reset | Not applicable |  |
| 5.1.3.14 Spoken languages | Not applicable |  |
| 5.1.3.15 Non-visual error identification | Not applicable |  |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not applicable |  |
| 5.1.4 Functionality closed to text enlargement | Not applicable |  |
| 5.1.5 Visual output for auditory information | Not applicable |  |
| ***5.1.6 Operation without keyboard interface*** | Heading cell – no response required | Heading cell – no response required |
| ***5.1.6.1 Closed functionality*** | See 5.1.3.1 through 5.1.3.16 | See information in 5.1.3.1 through 5.1.3.16 |
| 5.1.6.2 Input focus | Not applicable |  |
| 5.2 Activation of accessibility features | Not applicable |  |
| 5.3 Biometrics | Not applicable |  |
| 5.4 Preservation of accessibility information during conversion | Not applicable |  |
| ***5.5 Operable parts*** | Heading cell – no response required | Heading cell – no response required |
| 5.5.1 Means of operation | Not applicable |  |
| 5.5.2 Operable parts discernibility | Not applicable |  |
| ***5.6 Locking or toggle controls*** | Heading cell – no response required | Heading cell – no response required |
| 5.6.1 Tactile or auditory status | Not applicable |  |
| 5.6.2 Visual status | Not applicable |  |
| 5.7 Key repeat | Not applicable |  |
| 5.8 Double-strike key acceptance | Not applicable |  |
| 5.9 Simultaneous user actions | Not applicable |  |

### Chapter 6: [ICT with Two-Way Voice Communication](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=27)

Notes: The Blackboard SmartView Advisor Desktop website does not contain functionality relating to, nor does it require/rely on, two-way voice communication.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 6.1 Audio bandwidth for speech |  |  |
| ***6.2 Real-time text (RTT) functionality*** | Heading cell – no response required | Heading cell – no response required |
| 6.2.1.1 RTT communication | Not applicable |   |
| 6.2.1.2 Concurrent voice and text | Not applicable |   |
| 6.2.2.1 Visually distinguishable display | Not applicable |  |
| 6.2.2.2 Programmatically determinable send and receive direction | Not applicable |  |
| 6.2.3 Interoperability | Not applicable |  |
| 6.2.4 Real-time text responsiveness | Not applicable |  |
| 6.3 Caller ID | Not applicable |  |
| 6.4 Alternatives to voice-based services | Not applicable |  |
| ***6.5 Video communication*** | Heading cell – no response required | Heading cell – no response required |
| ***6.5.1 General (informative)*** | Heading cell – no response required | Heading cell – no response required |
| 6.5.2 Resolution | Not applicable |  |
| 6.5.3 Frame rate | Not applicable |  |
| 6.5.4 Synchronization between audio and video | Not applicable |  |
| ***6.6 Alternatives to video-based services (advisory only)*** | Advisory – no response required | Advisory – no response required |

### Chapter 7: [ICT with Video Capabilities](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf%22%20%5Cl%20%22page%3D30)

Notes: The Blackboard SmartView Advisor Desktop website does not natively provide video capabilities.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***7.1 Caption processing technology*** | Heading cell – no response required | Heading cell – no response required |
| 7.1.1 Captioning playback | Not applicable |  |
| 7.1.2 Captioning synchronization | Not applicable |  |
| 7.1.3 Preservation of captioning | Not applicable |  |
| 7.2.1 Audio description playback | Not applicable |  |
| 7.2.2 Audio description synchronization | Not applicable |  |
| 7.2.3 Preservation of audio description | Not applicable |   |
| 7.3 User controls for captions and audio description | Not applicable |  |

### Chapter 8: [Hardware](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf%22%20%5Cl%20%22page%3D32)

Notes: The Blackboard SmartView Advisor Desktop website is not a hardware product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***8.1.1 Generic requirements*** | Heading cell – no response required | Heading cell – no response required |
| 8.1.2 Standard connections | Not applicable |   |
| 8.1.3 Colour | Not applicable |  |
| ***8.2 Hardware products with speech output*** | Heading cell – no response required | Heading cell – no response required |
| 8.2.1.1 Speech volume range | Not applicable |  |
| 8.2.1.2 Incremental volume control | Not applicable |  |
| 8.2.2.1 Fixed-line devices | Not applicable |  |
| 8.2.2.2 Wireless communication devices | Not applicable |  |
| ***8.3 Physical access to ICT*** | Heading cell – no response required | Heading cell – no response required |
| 8.3.2.1 Change in level | Not applicable |  |
| 8.3.2.2 Clear floor or ground space | Not applicable |  |
| 8.3.2.3.1 General  | Not applicable |  |
| 8.3.2.3.2 Forward approach | Not applicable |  |
| 8.3.2.3.3 Parallel approach | Not applicable |  |
| 8.3.2.4 Knee and toe clearance width | Not applicable |  |
| 8.3.2.5 Toe clearance | Not applicable |  |
| 8.3.2.6 Knee clearance | Not applicable |  |
| 8.3.3.1.1 Unobstructed high forward reach | Not applicable |  |
| 8.3.3.1.2 Unobstructed low forward reach | Not applicable |  |
| 8.3.3.1.3.1 Clear floor space | Not applicable |  |
| 8.3.3.1.3.2 Obstructed (< 510 mm) forward reach | Not applicable |  |
| 8.3.3.1.3.3 Obstructed (< 635 mm) forward reach | Not applicable |  |
| 8.3.3.2.1 Unobstructed high side reach | Not applicable |  |
| 8.3.3.2.2 Unobstructed low side reach | Not applicable |  |
| 8.3.3.2.3.1 Obstructed (≤255 mm) side reach | Not applicable |  |
| 8.3.3.2.3.2 Obstructed (≤610 mm) side reach | Not applicable |  |
| 8.3.4 Visibility | Not applicable |  |
| 8.3.5 Installation instructions | Not applicable |  |
| ***8.4 Mechanically Operable parts*** | Heading cell – no response required | Heading cell – no response required |
| 8.4.1 Numeric keys | Not applicable |  |
| 8.4.2.1 Means of Operation of mechanical parts | Not applicable |  |
| 8.4.2.2 Force of operation of mechanical parts | Not applicable |  |
| 8.4.3 Keys, tickets and fare cards | Not applicable |  |
| 8.5 Tactile indication of speech mode | Not applicable |  |

### Chapter 9: [Web](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=40)

See the WCAG 2.x Report section.

### Chapter 10: [Non-web Documents](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=47)

Notes: The Blackboard SmartView Advisor Desktop website is not a non-web document.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***10.0 General*** | Heading cell – no response required | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3 | See WCAG 2.x Report | See WCAG 2.x Report |
| 10.5 Caption positioning | Not applicable |  |
| 10.6 Audio description timing | Not applicable |  |

### Chapter 11: [Software](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=57)

Notes: The Blackboard SmartView Advisor Desktop is a website, not a software product. However, the website includes some authoring functionality, hence Chapter 5: Software 504 Authoring Tools applies to this product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***11.0 General*** | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x Report | See WCAG 2.x Report |
| ***11.5 Interoperability with assistive technology*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.1 Closed functionality (informative)*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2 Accessibility services*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2.1 Platform accessibility service support for software that provides a user interface*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| ***11.5.2.2 Platform accessibility service support for assistive technologies*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services | Not applicable |  |
| 11.5.2.4 Assistive technology | Not applicable |  |
| 11.5.2.5 Object information | Not applicable |  |
| 11.5.2.6 Row, column, and headers | Not applicable |  |
| 11.5.2.7 Values | Not applicable |  |
| 11.5.2.8 Label relationships | Not applicable |  |
| 11.5.2.9 Parent-child relationships | Not applicable |  |
| 11.5.2.10 Text | Not applicable |  |
| 11.5.2.11 List of available actions | Not applicable |  |
| 11.5.2.12 Execution of available actions | Not applicable |  |
| 11.5.2.13 Tracking of focus and selection attributes | Not applicable |  |
| 11.5.2.14 Modification of focus and selection attributes | Not applicable |  |
| 11.5.2.15 Change notification | Not applicable |  |
| 11.5.2.16 Modifications of states and properties | Not applicable |  |
| 11.5.2.17 Modifications of values and text | Not applicable |  |
| ***11.6 Documented accessibility usage*** | Heading cell – no response required | Heading cell – no response required |
| 11.6.1 User control of accessibility features | Not applicable |  |
| 11.6.2 No disruption of accessibility features | Not applicable |  |
| 11.7 User preferences | Not applicable |  |
| ***11.8 Authoring tools*** | Heading cell – no response required | Heading cell – no response required |
| ***11.8.1 Content technology*** | Heading cell – no response required | Heading cell – no response required |
| 11.8.2 Accessible content creation (if not authoring tool, enter “not applicable”) | See WCAG 2.x Report | See WCAG 2.x Report |
| 11.8.3 Preservation of accessibility information in transformations | Not applicable |  |
| 11.8.4 Repair assistance | Not applicable |  |
| 11.8.5 Templates | Not applicable |  |

### Chapter 12: [Documentation and Support Services](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=76)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***12.1 Product documentation*** | Heading cell – no response required | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features | Does not support | The documentation for the Blackboard SmartView Advisor Desktop website does not list or explain accessibility and compatibility features of the product. |
| 12.1.2 Accessible documentation | See WCAG 2.x Report | See WCAG 2.x Report |
| ***12.2 Support Services*** | Heading cell – no response required | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | Not applicable | The Blackboard SmartView Advisor Desktop website does not offer support services. |
| 12.2.3 Effective communication | Partially supports | Support services for the Blackboard SmartView Advisor Desktop website are provided via email, which may not be accessible to some users. |
| 12.2.4 Accessible documentation | See WCAG 2.x Report | See WCAG 2.x Report |

### Chapter 13: [ICT Providing Relay or Emergency Service Access](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf#page=78)

Notes: The Blackboard SmartView Advisor Desktop website does not provide relay or emergency service access.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***13.1.1 General (Informative)*** | Heading cell – no response required | Heading cell – no response required |
| 13.1.2 Text relay services | Not applicable |  |
| 13.1.3 Sign relay services | Not applicable |  |
| 13.1.4 Lip-reading relay services | Not applicable |  |
| 13.1.5 Captioned telephony services | Not applicable |  |
| 13.1.6 Speech to speech relay services | Not applicable |  |
| 13.2 Access to relay services | Not applicable |  |
| 13.3 Access to emergency services | Not applicable |  |

## Legal disclaimer

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