

**Blackboard  
Voluntary Product Accessibility Template  
August 2016**

**§ 1194.22 – Web-based Intranet and Internet Information and Applications  
§ 1194.31 – Functional Performance Criteria  
§1194.41 – Information, Documentation and Support**

**Overview**

The information contained within this Voluntary Product Accessibility Template (VPAT) is the result of a third-party performing an audit using the screen readers Job Access with Speech (JAWS) 17 in the Firefox browser and VoiceOver OSX with the Safari browser. The audit tested the compliance of Blackboard Collaborate (Ultra) against the applicable requirements of Section 508 of the Rehabilitation Act of 1973 as Amended 1998<sup>1</sup>.

The purpose of the VPAT is to assist Federal contracting officials in making preliminary assessments regarding the availability of commercial electronic and information technology products and services with features that support accessibility. It is assumed that offerers will provide additional contact information to facilitate more detailed inquiries.

Core issues identified in this VPAT include assistive technology users' and keyboard-only users' inability to access the Share Application plug-in. These users are also unable to place content on the white board, and screen reader users lack the ability to access content placed on the white board.

The first table of the report provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of Subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

<sup>1</sup> §1194.22 – Web-based Intranet and Internet Information and Applications  
§1194.31 Functional Performance Criteria  
§1194.41 – Information, Documentation and Support



## Compliance Summary

Criteria	Supported
<a href="#">Section 1194.22 Web-based Intranet and Internet Information and Applications</a>	<b>Supports with Exceptions</b>
<a href="#">Section 1194.31 Functional Performance Criteria</a>	<b>Supports with Exceptions</b>
<a href="#">Section 1194.41 Information, Documentation, and Support</a>	<b>Applicable- Not Tested</b>

## Support Levels

Support Level	Description
<b>Supports</b>	The application fully meets the letter and intent of the Criteria.
<b>Supports with Exceptions/Minor Exceptions</b>	The application does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
<b>Supports through Equivalent Facilitation</b>	The application provides an alternate way to meet the intent of the Criteria.
<b>Supports when Combined with Compatible AT</b>	The application fully meets the letter and intent of the Criteria when used in combination with compatible ATs.
<b>Does Not Support</b>	The application does not meet the letter or intent of the Criteria.
<b>Not Applicable</b>	The Criteria does not apply.
<b>Not Applicable - Fundamental Alteration Exception Applies</b>	A Fundamental Alteration of the application is required to meet the Criteria.
<b>Applicable – Not Tested</b>	The Standard is applicable but was not tested.



## § 1194.22 Web-based Intranet and Internet Information and Applications

Criteria	Support Level	Remarks and Explanations
<p>(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>	<p><b>Supports with Exceptions</b></p>	<p>The Blackboard Collaborate (Ultra) web application provides alternative text for images, such as the emoticons, the controls for chat, participants, and settings.</p> <p>A rating of Supports with Exceptions has been given for the following reasons:</p> <p>The content placed in the white board is not identified to screen reader users.</p> <p>There is no textual notification when participants lower their hands.</p> <p>The image that represents the fact that the session is recording does not have alternative text.</p> <p>The tooltips for the Audio and Video controls visually appear as Mute Audio and Mute Video when they are enabled. However, screen readers render them as Share Audio and Share Video to their users.</p> <p>The CSS background images used with the expand and collapse functionality in the My Settings Panel do not have alternative text.</p> <p>The delete icon controls in the Breakout Groups panel do not have unique alternative text descriptions.</p>
<p>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p>	<p><b>Supports</b></p>	<p>The Blackboard Collaborate (Ultra) web application does not contain multimedia presentations.</p>



Criteria	Support Level	Remarks and Explanations
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	<b>Supports</b>	The Blackboard Collaborate (Ultra) web application does not exclusively use color to convey information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	<b>Supports with Exceptions</b>	<p>The Blackboard Collaborate (Ultra) web application is readable without requiring an associated style sheet with the following exceptions:</p> <p>The CSS background images used with the expand and collapse functionality in the My Settings Panel are not visible without a stylesheet.</p> <p>The selected choice in the Polling panel is not visible when styles are removed from the page.</p>
(e) Redundant text links shall be provided for each active region of a server-side image map.	<b>Supports</b>	The Blackboard Collaborate (Ultra) web application does not contain server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	<b>Supports</b>	The Blackboard Collaborate (Ultra) web application does not contain client-side image maps.
(g) Row and column headers shall be identified for data tables.	<b>Supports</b>	The Blackboard Collaborate (Ultra) web application does not contain data tables.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	<b>Supports</b>	The Blackboard Collaborate (Ultra) web application does not contain complex data tables.
(i) Frames shall be titled with text that facilitates frame identification and navigation	<b>Supports</b>	The Blackboard Collaborate (Ultra) web application does not contain frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	The Blackboard Collaborate (Ultra) web application does not cause the page to flicker with a frequency



Criteria	Support Level	Remarks and Explanations
		greater than 2 Hz and lower than 55 Hz.
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p><b>Supports</b></p>	<p>The Blackboard Collaborate (Ultra) web application does not contain a text-only page.</p>
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p><b>Supports with Exceptions</b></p>	<p>The Blackboard Collaborate (Ultra) web application scripting languages display content and create interface elements that contains functional text that is read by assistive technologies.</p> <p>A rating of Supports with Exceptions has been given for the following reasons:</p> <p>The Share Application plug-in cannot be accessed by assistive technology users.</p> <p>Keyboard-only and screen reader users are unable to place content on the white board with the keyboard.</p> <p>Focus is not moved to the Describe Your Issue textarea in the survey provided at the end of a session.</p> <p>Keyboard-only users are able to navigate from the tour dialogs into the page content.</p> <p>Keyboard focus is not placed on the Create New Group button when Move is selected in the Breakout Groups panel.</p>

Criteria	Support Level	Remarks and Explanations
		<p>The blue outline representing visual keyboard focus in the main content section of the application does not have a sufficient color contrast ratio.</p> <p>The purple visual keyboard focus indicator in the Breakout Groups panel does not have a sufficient color contrast ratio.</p> <p>A number of ARIA properties, such as on the Audio and Video Settings control and the Search button, are not correctly associated with elements.</p> <p>A role of application has been incorrectly applied to the Chat panel. As a result, screen reader users have difficulty in reading the Chat messages.</p> <p>The Polling Option has a disabled state that causes the options not be rendered to screen reader users until enabled by the Moderator.</p> <p>Visually, the closed caption control is Yes. However, it is rendered as “Enable closed caption” to screen reader users.</p> <p>The Let’s Get Started visual control is rendered as “Start providing captions to viewers” to screen reader users.</p> <p>An aria-haspopup property has been incorrectly used with the button allowing that allows users to move from one breakout group to another.</p> <p>There is no textual notification of when participants lower their hands.</p>

Criteria	Support Level	Remarks and Explanations
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	<b>Supports</b>	The Blackboard Collaborate (Ultra) web application allows users to access the plug-in needed to support the Share Application feature in the Chrome browser and starting in Mozilla Firefox version 41.0.1.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	<b>Supports with Minor Exception</b>	The Blackboard Collaborate (Ultra) web application provides access to information necessary for people using assistive technologies to complete form field elements with the exception of the text field on the whiteboard.
(o) A method shall be provided that permits users to skip repetitive navigation links.	<b>Supports</b>	The Blackboard Collaborate (Ultra) web application does not contain repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	<b>Supports</b>	The Blackboard Collaborate (Ultra) web application does not require a timed response.

*Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.*



## § 1194.31 Functional Performance Criteria

Criteria	Support Level	Remarks and Explanations
<p>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</p>	<p><b>Supports with Exceptions/ Fundamental Alteration Exception Applies</b></p>	<p>The Blackboard Collaborate (Ultra) web application does not support operation by users who are blind or by screen reader users due to the following accessibility violations:</p> <p>The accessibility issues listed in <a href="#">§1194.22(l)</a> affect people who are blind or who have visual impairments because these users navigate through the application exclusively with the keyboard.</p>
<p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p><b>Supports with Exceptions</b></p>	<p>The Blackboard Collaborate (Ultra) web application provides support for users who have a visual acuity greater than 20/70 or visually impaired. A rating of Supports with Exceptions is assigned because the color contrast noted in <a href="#">§1194.22 (c)</a> is not great enough for some of these users to interact with the elements.</p>
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.</p>	<p><b>Supports</b></p>	<p>The Blackboard Collaborate (Ultra) web application contains a closed captioning method that allows users who are deaf or hard of hearing to follow the presentation in addition to a Chat function that allows all users to communicate via text.</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p><b>Supports through Equivalent Facilitation</b></p>	<p>The Blackboard Collaborate (Ultra) web application does not have a direct function to control volume.</p> <p>A rating of Supports Equivalent Facilitation is given due to the fact that users can adjust the volume using the audio device controls on their PCs.</p>
<p>(e) At least one mode of operation and information</p>	<p><b>Supports</b></p>	<p>The Blackboard Collaborate (Ultra) web application contains a Chat</p>





Criteria	Support Level	Remarks and Explanations
retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.		function that allows users to communicate via text rather than speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	<b>Supports with Exceptions</b>	The Blackboard Collaborate (Ultra) web application does provide keyboard access to the majority of functionality. A rating supports with exceptions has been given due to the limitations with the white board and plug-in, as noted in <a href="#">§1194.22(l)</a> .

**§ 1194.41 Information, Documentation and Support**

Criteria	Support Level	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	<b>Applicable - Not Tested</b>	
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	<b>Applicable - Not Tested</b>	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	<b>Applicable - Not Tested</b>	

