**Voluntary Product Accessibility Template (VPAT) ® 2.0**

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| 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**

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| **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**](mailto:elizabeth.simister@blackboard.com) |
| **Notes** |  |
| **Evaluation methods used:** | This conformance report is based on the results of an accessibility audit conducted byThe Paciello Group on a representative sample of pages/components, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.0.  The following applications were used as part of the audit to identify potential accessibility issues:   * 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** | 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. * [Revised Section 508](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines). |

## 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](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) which incorporates [WCAG 2.0](http://www.w3.org/TR/WCAG20) by reference.

## Section 508 Chapter 2: Scoping Requirements

As Blackboard Learn 9.1 is aweb 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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### 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](http://www.w3.org/TR/WCAG20/#text-equiv-all) | Supports with exceptions | The Blackboard Learn 9.1 web application does provide text alternatives for non-text items, with the following exception:   * The menu button in mobile responsive mode is created using CSS without a text alternative. |
| [1.2.1 Audio-only and Video-only (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) | 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)](http://www.w3.org/TR/WCAG20/#media-equiv-captions) | 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)](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) | Not applicable | The Blackboard Learn 9.1 web application does not have any prerecorded video content. |
| [1.3.1 Info and Relationships](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) | Does not support | The Blackboard Learn 9.1 web application does not define some semantics. Examples include:   * 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](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) | Supports with exceptions | The correct reading sequence is meaningful throughout the Blackboard Learn 9.1 web application with the following exception:   * 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](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) | Supports | The Blackboard Learn 9.1 web application does not rely on sensory characteristics for instructions. |
| [1.4.1 Use of Color](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) | Supports with exceptions | The Blackboard Learn 9.1 web application does not rely on color to impart information, with the following exceptions:   * The current day on the calendar is displayed visually by color-alone. |
| [1.4.2 Audio Control](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) | Not applicable | The Blackboard Learn 9.1 web application does not have any audio content. |
| [2.1.1 Keyboard](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) | Supports with exceptions | All functionality is operable using the keyboard alone in the Blackboard Learn 9.1 web application, with the following exceptions:   * 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](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) | Supports | The Blackboard Learn 9.1 web application does not cause a keyboard trap. |
| [2.2.1 Timing Adjustable](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) | 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](http://www.w3.org/TR/WCAG20/#time-limits-pause) | 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](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) | Supports | The Blackboard Learn 9.1 web application does not have flashing content. |
| [2.4.1 Bypass Blocks](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) | 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 contained within a landmark region. |
| [2.4.2 Page Titled](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) | 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](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) | Supports with exceptions | The Blackboard Learn 9.1 web application has a meaningful focus order, with some exceptions:   * 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)](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) | Supports with exceptions | The Blackboard Learn 9.1 web application has meaningful link phrases, with the following exceptions:   * The skip link does not have a link phrase. * Social media links do not adequately describe the target. |
| [3.1.1 Language of Page](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) | Supports | The Blackboard Learn 9.1 web application identifies the default language on every page. |
| [3.2.1 On Focus](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) | Supports | The Blackboard Learn 9.1 web application does not cause a change of context on focus. |
| [3.2.2 On Input](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) | Supports with exceptions | The Blackboard Learn 9.1 web application does not cause an unexpected change of context when interacting with elements, with the following exception:   * 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](http://www.w3.org/TR/WCAG20/#minimize-error-identified) | 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](http://www.w3.org/TR/WCAG20/#minimize-error-cues) | Supports with exceptions | The Blackboard Learn 9.1 web application has visible labels for most form controls, with some exceptions, including:   * Some edit fields do not have a label. * Some checkboxes do not have a label. |
| [4.1.1 Parsing](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) | 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](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) | Does not support | 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:   * There are several instances throughout the application where regions are given an application role, which suppresses native HTML semantics in those regions. * 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)](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) | Not applicable | The Blackboard Learn 9.1 web application does not have live audio content. |
| [1.2.5 Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) | Not applicable | The Blackboard Learn 9.1 web application does not have video content. |
| [1.4.3 Contrast (Minimum)](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) | Supports with exceptions | The Blackboard Learn 9.1 web application has sufficient contrast between the foreground and background colors with the following exceptions:   * Light gray text on some screens has insufficient contrast. * Checkbox labels on the updates screen have insufficient contrast. |
| [1.4.4 Resize text](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) | 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](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) | Supports | The Blackboard Learn 9.1 web application does not contain images of text. |
| [2.4.5 Multiple Ways](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) | 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. |
| [2.4.6 Headings and Labels](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) | Supports with exceptions | Headings and labels are descriptive throughout the Blackboard Learn 9.1 web application, with the following exception:   * Visually hidden headings in the top navigation panel have heading text that does not match the content that follows. |
| [2.4.7 Focus Visible](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) | Supports with exceptions | The Blackboard Learn 9.1 web application has a visible indication of focus with the following exceptions:   * 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](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) | Not applicable | The Blackboard Learn 9.1 web application does not contain text with a change of language. |
| [3.2.3 Consistent Navigation](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) | Supports | The Blackboard Learn 9.1 web application has a consistent navigation mechanism. |
| [3.2.4 Consistent Identification](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) | Supports | The Blackboard Learn 9.1 web application components are identified consistently. |
| [3.3.3 Error Suggestion](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) | 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)](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) | 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)](http://www.w3.org/TR/WCAG20/#media-equiv-sign) | Not evaluated |  |
| [1.2.7 Extended Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-extended-ad) | Not evaluated |  |
| [1.2.8 Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-text-doc) | Not evaluated |  |
| [1.2.9 Audio-only (Live)](http://www.w3.org/TR/WCAG20/#media-equiv-live-audio-only) | Not evaluated |  |
| [1.4.6 Contrast Enhanced](http://www.w3.org/TR/WCAG20/#visual-audio-contrast7) | Not evaluated |  |
| [1.4.7 Low or No Background Audio](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-noaudio) | Not evaluated |  |
| [1.4.8 Visual Presentation](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-visual-presentation) | Not evaluated |  |
| [1.4.9 Images of Text (No Exception) Control](http://www.w3.org/TR/WCAG20/#http://www.w3.org/TR/WCAG20/) | Not evaluated |  |
| [2.1.3 Keyboard (No Exception)](http://www.w3.org/TR/WCAG20/#keyboard-operation-all-funcs) | Not evaluated |  |
| [2.2.3 No Timing](http://www.w3.org/TR/WCAG20/#time-limits-no-exceptions) | Not evaluated |  |
| [2.2.4 Interruptions](http://www.w3.org/TR/WCAG20/#time-limits-postponed) | Not evaluated |  |
| [2.2.5 Re-authenticating](http://www.w3.org/TR/WCAG20/#time-limits-server-timeout) | Not evaluated |  |
| [2.3.2 Three Flashes](http://www.w3.org/TR/WCAG20/#seizure-three-times) | Not evaluated |  |
| [2.4.8 Location](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-location) | Not evaluated |  |
| [2.4.9 Link Purpose (Link Only)](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-link) | Not evaluated |  |
| [2.4.10 Section Headings](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-headings) | Not evaluated |  |
| [3.1.3 Unusual Words](http://www.w3.org/TR/WCAG20/#meaning-idioms) | Not evaluated |  |
| [3.1.4 Abbreviations](http://www.w3.org/TR/WCAG20/#meaning-located) | Not evaluated |  |
| [3.1.5 Reading Level](http://www.w3.org/TR/WCAG20/#meaning-supplements) | Not evaluated |  |
| [3.1.6 Pronunciation](http://www.w3.org/TR/WCAG20/#meaning-pronunciation) | Not evaluated |  |
| [3.2.5 Change on Request](http://www.w3.org/TR/WCAG20/#consistent-behavior-no-extreme-changes-context) | Not evaluated |  |
| [3.3.5 Help](http://www.w3.org/TR/WCAG20/#minimize-error-context-help) | Not evaluated |  |
| [3.3.6 Error Prevention (All)](http://www.w3.org/TR/WCAG20/#minimize-error-reversible-all) | Not evaluated |  |

## Section 508 Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 302.1Without 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. |
| 302.3Without 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. |
| 302.4Without Hearing | Supports |  |
| 302.5With Limited Hearing | Supports |  |
| 302.6Without Speech | Supports |  |
| 302.7With 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. |
| 302.8With Limited Reach and Strength | Supports |  |
| 302.9With 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 |  |  |
| *402.1 General* |  |  |
| *402.2 Speech-Output Enabled* |  |  |
| 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* |  |  |
| 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 |  |
| 406 Standard Connections |  |  |
| 406.1 General | Not applicable |  |
| 407 Operable Parts |  |  |
| 407.2 Contrast | Not applicable |  |
| *407.3 Input Controls* |  |  |
| 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* |  |  |
| 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 |  |  |
| 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* |  |  |
| 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 |  |
| *502.3 Accessibility Services* |  |  |
| 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** |  |  |
| 503.2 User Preferences | Not applicable |  |
| 503.3 Alternative User Interfaces | Not applicable |  |
| *503.4 User Controls for Captions and Audio Description* |  |  |
| 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](https://help.blackboard.com/Learn/Administrator/Hosting/Accessibility/Accessibility_Features) online. |
| 602.3 Electronic Support Documentation | Supports with exceptions | The documentation does not currently comply with all WCAG 2.0 A/AA. Issues include:   * 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 forBlackboard Learn 9.1 is provided electronically. |
| 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

The information provided in this document is for informational purposes only. Statements regarding Blackboard’s product development initiatives, including new products and future product upgrades, updates or enhancements represent our current intentions, but may be modified, delayed or abandoned without prior notice and there is no assurance that such offering, upgrades, updates or functionality will become available unless and until they have been made generally available to our customers.