**Voluntary Product Accessibility Template (VPAT) ® 2.2**

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| Project Name: | Blackboard Web Community Manager |
| Last Revision Date: | 11 December 2018 |
| Revision: | 1.0 |

Table of contents

[Blackboard Web Community Manager Accessibility Conformance Report 1](#_Toc532563864)

[Terminology 2](#_Toc532563865)

[Section 508 Chapter 1: Application and Administration 3](#_Toc532563866)

[Section 508 Chapter 2: Scoping Requirements 3](#_Toc532563867)

[WCAG 2.0 Report 3](#_Toc532563868)

[Section 508 Chapter 3: Functional Performance Criteria (FPC) 12](#_Toc532563869)

[Section 508 Chapter 4: Hardware 14](#_Toc532563870)

[Section 508 Chapter 5: Software 18](#_Toc532563871)

[Section 508 Chapter 6: Support Documentation and Services 20](#_Toc532563872)

[Legal disclaimer 21](#_Toc532563873)

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# Blackboard Web Community Manager Accessibility Conformance Report

**VPAT**® **2.2 Version 1.0**

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| **Name of product/version:** | **Blackboard Web Community Manager** |
| **Product description:** | **Web application** |
| **Date:** | **11 December 2018** |
| **Contact information** | **[for the client to fill in - an email address is sufficient]** |
| **Notes** |  |
| **Evaluation methods used:** | This conformance report is based on the results of an accessibility audit conducted by The Paciello Group on a representative sample of pages/components, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.0.  The following applications were used as part of the audit to identify potential accessibility issues:   * Desktop browsers: Internet Explorer, Firefox, Safari and Chrome. * Assistive technologies: JAWS and VoiceOver. |
| **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.
* **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 only be used in WCAG 2.0 Level AAA.

## Section 508 Chapter 1: Application and Administration

This accessibility conformance report 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 Web Community Manager 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 5: Software.
* 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) | Partially supports | The Blackboard Web Community Manager web application provides text alternatives for non-text items with some exceptions:   * Delete message images have a text alternative of “icon”. * Some images do not have a text alternative. * Some decorative images are not hidden from assistive technologies. |
| [1.2.1 Audio-only and Video-only (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) | Supports | Blackboard Web Community Manager does not natively contain audio and video content, but content creators may upload files with captions, audio description, and transcripts. |
| [1.2.2 Captions (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-captions) | Supports | Blackboard Web Community Manager does not natively contain audio content, but content creators may upload prerecorded audio-only content with captions. |
| [1.2.3 Audio Description or Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) | Supports | Blackboard Web Community Manager does not natively contain video content, but content creators may upload prerecorded video-only content with audio descriptions or a media alternative. |
| [1.3.1 Info and Relationships](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) | Partially supports | The Blackboard Web Community Manager web application exposes most semantics, with some exceptions:   * Some tabular data is not marked up using table semantics. * Some tables are used for layout purposes. * Some lists are not structured correctly. |
| [1.3.2 Meaningful Sequence](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) | Partially supports | The correct reading sequence is meaningful throughout the Blackboard Web Community Manager web application with the following exception:   * The assessments data table is not marked up using data table semantics. |
| [1.3.3 Sensory Characteristics](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) | Supports | The Blackboard Web Community Manager 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) | Partially supports | The Blackboard Web Community Manager web application does not rely on color-alone to convey information with the following exception:   * Calendar categories are labeled using color-alone. |
| [1.4.2 Audio Control](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) | Not applicable | The Blackboard Web Community Manager web application does not have audio content. |
| [2.1.1 Keyboard](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) | Partially supports | All functionality is operable using the keyboard-alone in the Blackboard Web Community Manager web application with the following exceptions:   * The star rating widget cannot be operated using a keyboard. * The photo gallery on the class photos page is not operable using the keyboard. * The language selector control is not reachable or operable using the keyboard. |
| [2.1.2 No Keyboard Trap](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) | Partially supports | The Blackboard Web Community Manager web application does not cause a keyboard trap, with the following exception:   * A keyboard trap occurs in the gallery description. |
| [2.2.1 Timing Adjustable](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) | Not applicable | The Blackboard Web Community Manager web application does not include content with a timeout. |
| [2.2.2 Pause, Stop, Hide](http://www.w3.org/TR/WCAG20/#time-limits-pause) | Does not support | The Blackboard Web Community Manager web application does contain content that blinks, scrolls, or updates regularly:   * The carousel and gallery regularly update without a mechanism to pause. * The main banner updates regularly without a mechanism to pause. * Some text in the sidebar is updated regularly without a mechanism to pause. |
| [2.3.1 Three Flashes or Below Threshold](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) | Supports | The Blackboard Web Community Manager web application does not have flashing content. |
| [2.4.1 Bypass Blocks](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) | Supports | The Blackboard Web Community Manager web application provides a skip link to bypass repetitive content in the header, and uses landmark regions to facilitate navigation for assistive technologies. |
| [2.4.2 Page Titled](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) | Supports | The Blackboard Web Community Manager web application has unique and descriptive page titles for all screens. |
| [2.4.3 Focus Order](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) | Supports | The Blackboard Web Community Manager web application has a meaningful focus order. |
| [2.4.4 Link Purpose (In Context)](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) | Does not support | The Blackboard Web Community Manager web application does not have meaningful link phrases. There are several links with non-descriptive link phrases that do not have programmatically determinable context. |
| [3.1.1 Language of Page](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) | Supports | The Blackboard Web Community Manager 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 Web Community Manager 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) | Partially supports | The Blackboard Web Community Manager web application does not cause an unexpected change of context when interacting with elements, with the following exception:   * Selecting “Month”, “Day”, or “List” in calendar view causes a change of context. |
| [3.3.1 Error Identification](http://www.w3.org/TR/WCAG20/#minimize-error-identified) | Supports | If an input error is detected in the Blackboard Web Community Manager 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 | The Blackboard Web Community Manager web application provides labels and instructions where necessary for form controls. |
| [4.1.1 Parsing](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) | Supports | The Blackboard Web Community Manager web application does not have accessibility parsing errors. |
| [4.1.2 Name, Role, Value](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) | Does not support | The Blackboard Web Community Manager web application provides the correct name, role, state, and other important accessibility information for some form controls, with some exceptions, including:   * Custom comboboxes are not structured correctly. * Some form controls do not * Disclosure buttons do not expose the expanded state or define the relationship with the controlled element. * Menus are not structured correctly. |

#### 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 Web Community Manager 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) | Supports | Blackboard Web Community Manager does not natively contain video content, but content creators may upload prerecorded video-only content with audio descriptions. |
| [1.4.3 Contrast (Minimum)](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) | Partially supports | The Blackboard Web Community Manager web application has sufficient contrast between the foreground and background colors, with some exceptions, including:   * Menu bar links. * Calendar category buttons. * Some text has insufficient contrast. |
| [1.4.4 Resize text](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) | Partially supports | Text is resizable to 200% throughout the Blackboard Web Community Manager web application without a loss of content or functionality, with the following exceptions:   * Some text is obscured when zoomed to 200% on the home page. * Some text is obscured when zoomed to 200% in the sidebar. * Calendar data is obscured when zoomed to 200%. |
| [1.4.5 Images of Text](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) | Supports | The Blackboard Web Community Manager 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 Web Community Manager web application has multiple ways of locating screens in the application. |
| [2.4.6 Headings and Labels](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) | Partially supports | Headings and labels are descriptive throughout the Blackboard Web Community Manager web application with the following exception:   * The radio buttons in the calendar have an ambiguous label of, “View picker”. |
| [2.4.7 Focus Visible](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) | Partially supports | The Blackboard Web Community Manager web application has a visible indication of focus throughout, with the following exceptions:   * The gallery description receives keyboard focus, but there is no visible indication of focus. * Rating stars in the news headlines receive keyboard focus, but there is no visible indication of focus. |
| [3.1.2 Language of Parts](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) | Does not support | Changes in the language are not identified when they occur in the Blackboard Web Community Manager web application. |
| [3.2.3 Consistent Navigation](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) | Supports | The Blackboard Web Community Manager 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 Web Community Manager 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 Web Community Manager web application. |
| [3.3.4 Error Prevention (Legal, Financial, Data)](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) | Not applicable | The Blackboard Web Community Manager 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 Web Community Manager web application does not provide the correct name, role, state, and other important accessibility information for most interface elements. |
| 302.2 With Limited Vision | Partially supports | The Blackboard Web Community Manager web application can be used with limited vision, but some content becomes obscured when zoomed to 200% and some color contrast issues. |
| 302.3Without Perception of Color | Partially supports | The Blackboard Web Community Manager web application can be used without color perception, apart from the calendar categories that are labeled using color-alone and some color contrast issues. |
| 302.4Without Hearing | Supports | The Blackboard Web Community Manager web application does not natively contain Audio and Video files, but content creators may upload files with captions, audio description, and transcripts. |
| 302.5With Limited Hearing | Supports |  |
| 302.6Without Speech | Supports |  |
| 302.7With Limited Manipulation | Partially supports | The Blackboard Web Community Manager web application is usable by people with limited manipulation, but some items are not reachable using the keyboard, such as the star rating widget, photo gallery, and the language selector control. |
| 302.8With Limited Reach and Strength | Supports |  |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Partially supports | The Blackboard Web Community Manager web application is usable by people with limited language, cognitive, and learning abilities, but does contain distracting content that is updated regularly that cannot be stopped. |

## Section 508 Chapter 4: Hardware

Notes: Blackboard Web Community Manager 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: Blackboard Web Community Web Manager is a web application, not a software product. However, the web application 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** | 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”) | Supports |  |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable |  |
| 504.2.2 PDF Export | Not applicable |  |
| 504.3 Prompts | Partially supports | Blackboard Web Manager provides mechanisms to create semantic content, but does not provide warnings if the content is not accessible. |
| 504.4 Templates | Supports |  |

## 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 Web Community Manager lists and explains the accessibility and compatibility features of the product. |
| 602.3 Electronic Support Documentation | Partially supports | The documentation mostly complies with WCAG 2.0 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 Blackboard Web Community Manager is provided electronically. |
| 603 Support Services |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | Blackboard Web Community Manager does not offer support services. |
| 603.3 Accommodation of Communication Needs | Partially supports | Support services for Blackboard Web Community Manager are provided via email, which may not be accessible to some 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.