**Voluntary Product Accessibility Template (VPAT) ® 2.3**

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| Project Name: | Blackboard Ultra |
| Last Revision Date: | 16 May 2019 |
| Revision: | 1.0 |

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# Blackboard Ultra Web Accessibility Conformance Report

**VPAT**® **2.3 Version 1.0**

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| **Name of product/version:** | **Blackboard Ultra** |
| **Product description:** | **Web application** |
| **Date:** | **16 May 2019** |
| **Contact information** | **Elizabeth Simister, Product Accessibility Manager, elizabeth.simister@blackboard.com** |
| **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) 2.1.  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, NVDA, and VoiceOver. * Accessibility testing tools: Accessibility Viewer, browser developer tools, colour contrast analyser, and the 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) 2.1](https://www.w3.org/TR/WCAG/) Level A/AA. * [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). * [Standard EN 301 549](http://mandate376.standards.eu/standard). |

## 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

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 2.1 Report

## 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) | Partially supports | The Blackboard Ultra web application provides text alternatives for most non-text items, with some exceptions:   * Some images lack a text alternative. * Some images have an inadequate 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 | The Blackboard Ultra web application 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 | The Blackboard Ultra web application 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 | The Blackboard Ultra web application 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 Ultra web application exposes most semantics, with some exceptions, including:   * Some headings, lists, and tables have not been identified. * Some related controls are not explicitly grouped or labeled. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) | Partially supports | While for the majority of content in the Blackboard Ultra web application the correct reading sequence can be programmatically determined, there are minor exceptions. These include:   * Visible content hidden from assistive technologies. * Content grouped visually, but grouped differently in the markup causing a loss of meaning when read sequentially. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) | Supports | The Blackboard Ultra 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 Ultra web application does not rely on color-alone to convey information, with some exceptions. These include:   * Individual messages, courses, activity items, etc. are color-coded through backgrounds or borders, but it is unclear what the colors signify. * Selected options in the repeat weekly controls are indicated by color alone. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) | Not applicable | The Blackboard Ultra 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 Ultra web application with some exceptions, including:   * Links/items in the module layout controls cannot be rearranged when certain assistive technologies is running. * The Space or Enter keys cannot be used to operate the “Groups students” dropdown. * The Enter key cannot be used to operate some buttons. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) | Supports | For every component in the Blackboard Ultra web application 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) (2.1 only) | Not applicable | The Blackboard Ultra web application does not have character key shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) | Not applicable | The Blackboard Ultra web application does not feature any time limits |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) | Not applicable | The Blackboard Ultra web application 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) | Supports | The Blackboard Ultra web application 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) | Supports | The Blackboard Ultra web application contains skip links, navigation regions, and headings to allow users to bypass blocks of repetitive content. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) | Supports | The Blackboard Ultra web application has unique page titles. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) | Partially supports | Focusable components in the Blackboard Ultra web application receive focus in an order that preserves meaning and operability, with minor exceptions. These include:   * Visually hidden content included in the keyboard tab order. * Focus not returned to control after popup is closed. * Focus not maintained inside of some dialogs and menus when opened. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) | Partially supports | * The Blackboard Ultra web application has meaningful link phrases with one exception: links for students that did not participate in discussions do not have a link phrase. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (2.1 only) | Not applicable | The Blackboard Ultra web application 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) (2.1 only) | Supports | For all content in the Blackboard Ultra web application that can be operated using a single point, 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) (2.1 only) | Partially supports | The Blackboard Ultra web application correctly reflects labels in the name in most cases with a few exceptions:   * Interface controls whose accessible name does not contain their visible label. * Links lacking an accessible name. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (2.1 only) | Not applicable | The Blackboard Ultra web application 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) | Supports | The human language of all pages in the Blackboard Ultra web application is correctly identified. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) | Supports | None of the focusable components in the Blackboard Ultra web application initiates a change of context when they receive focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) | Supports | Changing the setting of any user interface component in the Blackboard Ultra web application does not automatically cause 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 Ultra 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) | Partially supports | While labels or instructions are provided for the majority of content that requires user input in the Blackboard Ultra web application, there is one exception: some text inputs without a visible label. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) | Does not support | While the majority of markup-based content does not have any parsing issues known to have an accessibility impact, there are minor exceptions. These include:   * Duplicate IDs. * Stray opening/closing <html> and <body> tags. * ARIA attributes pointing to non-existing ID references. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) | Partially supports | For most user interface components in the Blackboard Ultra web application, 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 minor exceptions. These include:   * Incorrectly structured ARIA widgets (listboxes, menus, etc.) * Missing or incorrect ARIA attribute values. * Controls lacking an accessible name. * Error messages not programmatically associated with their corresponding form controls. |

## 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) | Not applicable | The Blackboard Ultra web application 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) | Not applicable | The Blackboard Ultra web application does not natively contain video content, but content creators may upload prerecorded video-only content with audio descriptions. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (2.1 only) | Supports | Pages are not restricted to either portrait or landscape only in the Blackboard Ultra web application. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (2.1 only) | Partially supports | While the purpose of most input fields collecting information about the user can be programmatically determined, there are minor exceptions. These include:   * Inputs relating to personal information are not appropriately identified using known HTML autocomplete values. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) | Partially supports | While the majority of text and images of text in the Blackboard Ultra web application has sufficient contrast, there are exceptions. These include:   * Some error messages have insufficient contrast. * Some labels have insufficient contrast. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) | Partially supports | While the majority of pages in the Blackboard Ultra web application allow text to be resized / zoomed up to 200% without loss of content or functionality, there are minor exceptions. These include:   * Content overlapping other content. * Content cut off and can’t be scrolled into view. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) | Supports | The Blackboard Ultra web application does not contain images of text. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (2.1 only) | Partially supports | While the majority of the Blackboard Ultra web application can be resized to a width of 320 CSS pixels / a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions, there are exceptions. These include:   * The "Privacy, cookies…" dialog features both horizontal and vertical scrolling |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (2.1 only) | Partially supports | White the majority of interface components and graphical objects have a contrast ratio of at least 3:1, there are exceptions. These include:   * Checkboxes and radios * Icons * Borders |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (2.1 only) | Partially supports | The text in the Blackboard Ultra web application sometimes becomes clipped or truncated. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (2.1 only) | Partially supports | While the majority of additional content that appears on hover or focus is dismissible, hoverable and persistent, there are exceptions. These include:   * Custom tooltip that is shown can't be closed without moving the pointer, and the tooltip itself can't be hovered to. * Focusing on an input, a dialog is opened; and cannot be closed without moving focus away from the input. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) | Supports | The Blackboard Ultra 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) | Supports | All headings and labels in the Blackboard Ultra web application appropriately describe the topic or purpose of their related content. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) | Partially supports | While the majority of keyboard operable user interface components in the Blackboard Ultra web application provide a visible keyboard focus indicator, there are minor exceptions. These include:   * Invisible elements receiving focus. * “Course Catalog” control lacks a visible focus indicator |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) | Partially supports | On most pages in the Blackboard Ultra web application, the human language of each passage or phrase in the content can be programmatically determined. However, there are exceptions:   * aria-label attribute with value in different language, but no lang attribute. * Links for different language options have lang attribute with incorrect values. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) | Supports | The Blackboard Ultra web application has consistent navigation mechanisms. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) | Supports | The Blackboard Ultra web application components are identified consistently. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) | Supports | For all automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) | Not applicable | The Blackboard Ultra web application 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 submits user test responses. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(2.1 only) | Partially supports | While most status messages can be presented to the user by assistive technologies without receiving focus, there are exceptions. These include:   * Notifications when filtering content are not consistently announced to assistive technologies. * A help message is shown when focusing a rich text editor, but not announced by assistive technologies. Therefore, assistive technology users are unaware that what they are focusing is a rich text editor. |

## 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 |  |

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

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 302.1Without Vision | Partially supports | The Blackboard Ultra web application provides the correct name, role, state, and other important accessibility information for most interface elements. |
| 302.2 With Limited Vision | Partially supports | The Blackboard Ultra web application can be used with limited vision, with some color contrast issues. |
| 302.3Without Perception of Color | Partially supports | The Blackboard Ultra web application can be used without color perception, apart from some options that use color to signify selection with no visual alternative. |
| 302.4Without Hearing | Supports | No issues were identified that would impact this criterion. |
| 302.5With Limited Hearing | Supports | The Blackboard Ultra web application does not natively contain Audio and Video files, but content creators may upload files with captions, audio description, and transcripts. |
| 302.6Without Speech | Supports | No issues were identified that would impact this criterion. |
| 302.7With Limited Manipulation | Does not support | The Blackboard Ultra web application is usable by people with limited manipulation, but keyboard shortcuts have not been implemented for some custom form controls, such as dropdowns and buttons. |
| 302.8With Limited Reach and Strength | Supports | No issues were identified that would impact this criterion. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Supports | No issues were identified that would impact this criterion. |

## Section 508 Chapter 4: Hardware

Notes: Blackboard Ultra 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 Ultra 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”) | Partially supports | The Blackboard Ultra web application provides functionality for authors to create semantic content, such as headings, lists, etc. |
| 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 Ultra web website includes inputs for authors to provide text alternatives for images. |
| 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 Ultra lists and explains the accessibility and compatibility features of the product. |
| 602.3 Electronic Support Documentation | Partially supports | The documentation mostly complies with WCAG 2.1 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 Blackboard Ultra is provided electronically. |
| 603 Support Services |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | Blackboard Ultra does not offer support services. |
| 603.3 Accommodation of Communication Needs | Partially supports | Support services for Blackboard Ultra are provided via email, which may not be accessible to some users. |

## Standard EN 301 549

#### EN 301 549 Chapter 4: Functional Performance Statements

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 4.2.1 Usage without vision | Partially supports | Refer to Section 508 302.1 Without Vision |
| 4.2.2 Usage with limited vision | Partially supports | Refer to Section 508 302.2 With Limited Vision |
| 4.2.3 Usage without perception of color | Partially supports | Refer to Section 508 302.3 With Perception of Color |
| 4.2.4 Usage without hearing | Supports | No issues were identified that would impact this criterion. |
| 4.2.5 Usage with limited hearing | Supports | No issues were identified that would impact this criterion. |
| 4.2.6 Usage without vocal capability | Supports | No issues were identified that would impact this criterion. |
| 4.2.7 Usage with limited manipulation or strength | Does not support | Refer to Section 508 302.7 With Limited Manipulation |
| 4.2.8 Usage with limited reach | Supports | No issues were identified that would impact this criterion. |
| 4.2.9 Minimize photosensitive seizure triggers | Supports | No issues were identified that would impact this criterion. |
| 4.2.10 Usage with limited cognition | Supports | No issues were identified that would impact this criterion. |

#### EN 301 549 Functional Accessible Requirements: 5 Generic Requirements

Notes: Blackboard Ultra 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 |  |  |
| 5.1.1 Introduction (informative) |  |  |
| 5.1.2 General |  |  |
| 5.1.2.1 Closed functionality | Not applicable |  |
| 5.1.2.2 Assistive technology | Not applicable |  |
| 5.1.3 Non-visual access |  |  |
| 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 volume | 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 |  |  |
| 5.1.6.1 Closed functionality | Not applicable |  |
| 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 conversation | Not applicable |  |
| 5.5 Operable parts |  |  |
| 5.5.1 Means of operation | Not applicable |  |
| 5.5.2 Operable parts discernibility | Not applicable |  |
| 5.6 Locking or toggle controls |  |  |
| 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 |  |

#### EN 301 549 Functional Accessible Requirements: 6 ICT with two-way voice communication

Notes: Blackboard Ultra 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 (informative recommendation) | Not applicable |  |
| 6.2 Real-time Text (RTT) functionality |  |  |
| 6.2.1 RTT provision |  |  |
| 6.2.1.1 RTT communication | Not applicable |  |
| 6.2.1.2 Concurrent voice and text | Not applicable |  |
| 6.2.2 Display of Real-time text |  |  |
| 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 |  |  |
| 6.5.1 General (informative) | Not applicable |  |
| 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 | Not applicable |  |

#### EN 301 549 Functional Accessible Requirements: 7 ICT with video capabilities

Notes: Blackboard Ultra does not natively provide video capabilities.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 7.1 Caption processing technology |  |  |
| 7.1.1 Captioning playback | Not applicable |  |
| 7.1.2 Captioning synchronization | Not applicable |  |
| 7.1.3 Preservation of captioning | Not applicable |  |
| 7.2 Audio description technology |  |  |
| 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 |  |

#### EN 301 549 Functional Accessible Requirements: 8 Hardware

Notes: Blackboard Ultra is not a hardware product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 8.1 General |  |  |
| 8.1.1. Generic requirements |  |  |
| 8.1.2 Standard connections | Not applicable |  |
| 8.1.3 Color | Not applicable |  |
| 8.2 Hardware products with speech output |  |  |
| 8.2.1 Speech volume gain |  |  |
| 8.2.1.1 Speech volume range | Not applicable |  |
| 8.2.1.2 Incremental volume control | Not applicable |  |
| 8.2.2 Magnetic coupling |  |  |
| 8.2.2.1 Fixed-line devices | Not applicable |  |
| 8.2.2.2 Wireless communication devices | Not applicable |  |
| 8.3 Physical access to ICT |  |  |
| 8.3.1 General (informative) | Not applicable |  |
| 8.3.2 Clear floor or ground space |  |  |
| 8.3.2.1 Change in level | Not applicable |  |
| 8.3.2.2 Clear floor or ground space | Not applicable |  |
| 8.3.2.3 Approach |  |  |
| 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 Reach range for ICT |  |  |
| 8.3.3.1 Forward reach |  |  |
| 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 Outward reach |  |  |
| 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 Side reach |  |  |
| 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 Obstructed side reach |  |  |
| 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 |  |  |
| 8.4.1 Numeric keys | Not applicable |  |
| 8.4.2 Operation of mechanical parts |  |  |
| 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 |  |

#### EN 301 549 Functional Accessible Requirements: 9 Web

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 9.1 General (Informative) |  |  |
| 9.2 Web content requirements |  |  |
| 9.2.1 Non-text Content | Partially supports | Refer to WCAG Level A 1.1.1 Non-text Content |
| 9.2.2 Audio-only and Video-only (Prerecorded) | Supports |  |
| 9.2.3 Captions (Prerecorded) | Supports |  |
| 9.2.4 Audio Description or Media Alternative (Prerecorded) | Supports |  |
| 9.2.5 Captions (Live) | Not applicable |  |
| 9.2.6 Audio description (prerecorded) | Not applicable |  |
| 9.2.7 Info and Relationships | Partially supports | Refer to WCAG Level A 1.3.1 Info and Relationships |
| 9.2.8 Meaningful Sequence | Partially supports | Refer to WCAG Level A 1.3.2 Meaningful Sequence |
| 9.2.9 Sensory Characteristics | Supports |  |
| 9.2.10 Use of Color | Partially supports | Refer to WCAG Level A 1.4.1 Use of Color |
| 9.2.11 Audio Control | Not applicable |  |
| 9.2.12 Contrast (minimum) | Partially supports | Refer to WCAG Level AA 1.4.3 Contrast (Minimum) |
| 9.2.13 Resize text | Partially supports | Refer to WCAG Level AA 1.4.4 Resize Text |
| 9.2.14 Images of text | Supports |  |
| 9.2.15 Keyboard | Partially supports | Refer to WCAG Level A 2.1.1 Keyboard |
| 9.2.16 No Keyboard Trap | Supports |  |
| 9.2.17 Timing Adjustable | Not applicable |  |
| 9.2.18 Pause, stop, hide | Supports |  |
| 9.2.19 Three flashes or below threshold | Supports |  |
| 9.2.20 Bypass Blocks | Supports | Refer to WCAG Level A 2.4.1 Bypass Blocks |
| 9.2.21 Page Titled | Supports |  |
| 9.2.22 Focus Order | Partially supports | Refer to WCAG Level A 2.4.3 Focus Order |
| 9.2.23 Link Purpose (In Context) | Partially supports | Refer to WCAG Level A 2.4.4 Link Purpose (In Context) |
| 9.2.24 Multiple Ways | Supports |  |
| 9.2.25 Headings and Labels | Supports |  |
| 9.2.26 Focus Visible | Partially supports | Refer to WCAG Level AA 2.4.7 Visible focus |
| 9.2.27 Language of Page | Supports |  |
| 9.2.28 Language of Parts | Partially supports | Refer to WCAG Level AA 3.1.1 Language of Parts |
| 9.2.29 On Focus | Supports |  |
| 9.2.30 On Input | Supports |  |
| 9.2.31 Consistent Navigation | Supports |  |
| 9.2.32 Consistent Identification | Supports |  |
| 9.2.33 Error Identification | Supports |  |
| 9.2.34 Labels or Instructions | Partially supports | Refer to WCAG Level A 3.3.2 Labels or Instructions |
| 9.2.35 Error Suggestion | Supports |  |
| 9.2.36 Error Prevention (Legal, Financial, Data) | Not applicable |  |
| 9.2.37 Parsing | Does not support | Refer to WCAG Level A 4.1.1 Parsing |
| 9.2.38 Name, role, value | Partially supports | Refer to 4.1.2 Name, Role, Value |
| 9.3 WCAG 2.0 Conformance requirements | Partially supports | Refer to the WCAG 2.0 section. |

#### EN 301 549 Functional Accessible Requirements: 10 Non-web documents

Notes: Blackboard Ultra is not a non-web document.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 10.1 General (Informative) |  |  |
| 10.2 Document success criteria |  |  |
| 10.2.1 Non-text Content | Not applicable |  |
| 10.2.2 Audio-only and Video-only (Prerecorded) | Not applicable |  |
| 10.2.3 Captions (Prerecorded) | Not applicable |  |
| 10.2.4 Audio Description or Media Alternative (Prerecorded) | Not applicable |  |
| 10.2.5 Captions (Live) | Not applicable |  |
| 10.2.6 Audio description (prerecorded) | Not applicable |  |
| 10.2.7 Info and Relationships | Not applicable |  |
| 10.2.8 Meaningful Sequence | Not applicable |  |
| 10.2.9 Sensory Characteristics | Not applicable |  |
| 10.2.10 Use of Color | Not applicable |  |
| 10.2.11 Audio Control | Not applicable |  |
| 10.2.12 Contrast (minimum) | Not applicable |  |
| 10.2.13 Resize text | Not applicable |  |
| 10.2.14 Images of text | Not applicable |  |
| 10.2.15 Keyboard | Not applicable |  |
| 10.2.16 No Keyboard Trap | Not applicable |  |
| 10.2.17 Timing Adjustable | Not applicable |  |
| 10.2.18 Pause, stop, hide | Not applicable |  |
| 10.2.19 Three flashes or below threshold | Not applicable |  |
| 10.2.20 Empty clause |  |  |
| 10.2.21 Document titled | Not applicable |  |
| 10.2.22 Focus Order | Not applicable |  |
| 10.2.23 Link Purpose (In Context) | Not applicable |  |
| 10.2.24 Empty clause |  |  |
| 10.2.25 Headings and Labels | Not applicable |  |
| 10.2.26 Focus Visible | Not applicable |  |
| 10.2.27 Language of Page | Not applicable |  |
| 10.2.28 Language of Parts | Not applicable |  |
| 10.2.29 On Focus | Not applicable |  |
| 10.2.30 On Input | Not applicable |  |
| 10.2.31 Empty clause |  |  |
| 10.2.32 Empty clause |  |  |
| 10.2.33 Error Identification | Not applicable |  |
| 10.2.34 Labels or Instructions | Not applicable |  |
| 10.2.35 Error Suggestion | Not applicable |  |
| 10.2.36 Error Prevention (Legal, Financial, Data) | Not applicable |  |
| 10.2.37 Parsing | Not applicable |  |
| 10.2.38 Name, role, value | Not applicable |  |
| 10.2.39 Caption positioning | Not applicable |  |
| 10.2.40 Audio description timing | Not applicable |  |

#### EN 301 549 Functional Accessible Requirements: 11 Software

Notes: Blackboard Ultra is a web application, not a software product. However, the web application includes some authoring functionality, hence Software 11.6 Authoring Tools applies to this product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 11.1 General (Informative) |  |  |
| 11.2 Non-Web software success criteria | Not applicable |  |
| 11.2.1 Non-Web software success criteria (excluding closed functionality) |  |  |
| 11.2.1.1 Non-text Content (screen reader supported) | Not applicable |  |
| 11.2.1.2 Audio-only and Video-only (Prerecorded) | Not applicable |  |
| 11.2.1.3 Captions (Prerecorded) | Not applicable |  |
| 11.2.1.4 Audio Description or Media Alternative (Prerecorded) | Not applicable |  |
| 11.2.1.5 Captions (Live) | Not applicable |  |
| 11.2.1.6 Audio description (prerecorded) | Not applicable |  |
| 11.2.1.7 Info and Relationships | Not applicable |  |
| 11.2.1.8 Meaningful Sequence | Not applicable |  |
| 11.2.1.9 Sensory Characteristics | Not applicable |  |
| 11.2.1.10 Use of Color | Not applicable |  |
| 11.2.1.11 Audio Control | Not applicable |  |
| 11.2.1.12 Contrast (minimum) | Not applicable |  |
| 11.2.1.13 Resize text | Not applicable |  |
| 11.2.1.14 Images of text | Not applicable |  |
| 11.2.1.15 Keyboard | Not applicable |  |
| 11.2.1.16 No Keyboard Trap | Not applicable |  |
| 11.2.1.17 Timing Adjustable | Not applicable |  |
| 11.2.1.18 Pause, stop, hide | Not applicable |  |
| 11.2.1.19 Three flashes or below threshold | Not applicable |  |
| 11.2.1.20 Empty clause |  |  |
| 11.2.1.21 Empty clause |  |  |
| 11.2.1.22 Focus Order | Not applicable |  |
| 11.2.1.23 Link Purpose (In Context) | Not applicable |  |
| 11.2.1.24 Empty clause |  |  |
| 11.2.1.25 Headings and Labels | Not applicable |  |
| 11.2.1.26 Focus Visible | Not applicable |  |
| 11.2.1.27 Language of Software | Not applicable |  |
| 11.2.1.28 Empty clause |  |  |
| 11.2.1.29 On Focus | Not applicable |  |
| 11.2.1.30 On Input | Not applicable |  |
| 11.2.1.31 Empty clause |  |  |
| 11.2.1.32 Empty clause |  |  |
| 11.2.1.33 Error Identification | Not applicable |  |
| 11.2.1.34 Labels or Instructions | Not applicable |  |
| 11.2.1.35 Error Suggestion | Not applicable |  |
| 11.2.1.36 Error Prevention (Legal, Financial, Data) | Not applicable |  |
| 11.2.1.37 Parsing | Not applicable |  |
| 11.2.1.38 Name, role, value | Not applicable |  |
| 11.2.2 Non-Web software success criteria (closed functionality) |  |  |
| 11.2.2.1 Non-text Content (screen reader supported) | Not applicable |  |
| 11.2.2.2 Audio-only and video-only (pre-recorded) |  |  |
| 11.2.2.2.1 Pre-recorded audio-only | Not applicable |  |
| 11.2.2.2.2 Pre-recorded video-only | Not applicable |  |
| 11.2.2.3 Empty clause |  |  |
| 11.2.2.4 Audio Description or Media Alternative (Prerecorded) | Not applicable |  |
| 11.2.2.5 Empty clause |  |  |
| 11.2.2.6 Empty clause |  |  |
| 11.2.2.7 Info and Relationships | Not applicable |  |
| 11.2.2.8 Meaningful Sequence | Not applicable |  |
| 11.2.2.9 Empty clause |  |  |
| 11.2.2.10 Empty clause |  |  |
| 11.2.2.11 Empty clause |  |  |
| 11.2.2.12 Empty clause |  |  |
| 11.2.2.13 Resize text | Not applicable |  |
| 11.2.2.14 Images of text | Not applicable |  |
| 11.2.2.15 Keyboard | Not applicable |  |
| 11.2.2.16 Empty clause |  |  |
| 11.2.2.17 Empty clause |  |  |
| 11.2.2.18 Empty clause |  |  |
| 11.2.2.19 Empty clause |  |  |
| 11.2.2.20 Empty clause |  |  |
| 11.2.2.21 Empty clause |  |  |
| 11.2.2.22 Empty clause |  |  |
| 11.2.2.23 Empty clause |  |  |
| 11.2.2.24 Empty clause |  |  |
| 11.2.2.25 Empty clause |  |  |
| 11.2.2.26 Empty clause |  |  |
| 11.2.2.27 Language of Software | Not applicable |  |
| 11.2.2.28 Empty clause |  |  |
| 11.2.2.29 Empty clause |  |  |
| 11.2.2.30 Empty clause |  |  |
| 11.2.2.31 Empty clause |  |  |
| 11.2.2.32 Empty clause |  |  |
| 11.2.2.33 Error Identification | Not applicable |  |
| 11.2.2.34 Empty clause |  |  |
| 11.2.2.35 Empty clause |  |  |
| 11.2.2.36 Empty clause |  |  |
| 11.2.2.37 Parsing | Not applicable |  |
| 11.2.2.38 Name, role, value | Not applicable |  |
| 11.3 Interoperability with assistive technology |  |  |
| 11.3.1 Closed functionality | N/A |  |
| 11.3.2 Accessibility services |  |  |
| 11.3.2.1 Platform accessibility service support for software that provides a user interface | Not applicable |  |
| 11.3.2.2 Platform accessibility service support for assistive technologies | Not applicable |  |
| 11.3.2.3 Use of accessibility services | Not applicable |  |
| 11.3.2.4 Assistive technology | Not applicable |  |
| 11.3.2.5 Object information | Not applicable |  |
| 11.3.2.6 Row, column, and headers | Not applicable |  |
| 11.3.2.7 Values | Not applicable |  |
| 11.3.2.8 Label relationships | Not applicable |  |
| 11.3.2.9 Parent-child relationships | Not applicable |  |
| 11.3.2.10 Text | Not applicable |  |
| 11.3.2.11 List of available actions | Not applicable |  |
| 11.3.2.12 Execution of available actions | Not applicable |  |
| 11.3.2.13 Tracking of focus and selection attributes | Not applicable |  |
| 11.3.2.14 Modification of focus and selection attributes | Not applicable |  |
| 11.3.2.15 Change notification | Not applicable |  |
| 11.3.2.16 Modifications of states and properties | Not applicable |  |
| 11.3.2.17 Modifications of values and text | Not applicable |  |
| 11.4 Documented accessibility usage |  |  |
| 11.4.1 User control of accessibility services | Not applicable |  |
| 11.4.2 No disruption of accessibility features | Not applicable |  |
| 11.5 User preferences | Not applicable |  |
| 11.6 Authoring tools |  |  |
| 11.6.1 Content technology | Partially supports |  |
| 11.6.2 Accessible content creation | Partially supports | The Blackboard Ultra web application provides functionality for authors to create semantic content, such as headings, lists, etc. |
| 11.6.3 Preservation of accessibility information in transformations | Not applicable |  |
| 11.6.4 Repair assistance | Supports | The Blackboard Ultra web website includes inputs for authors to provide text alternatives for images. |
| 11.6.5 Templates | Not applicable |  |

#### EN 301 549 Functional Accessible Requirements: 12 Document and support services

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 12.1 Product documentation |  |  |
| 12.1.1 Accessibility and compatibility features | Supports | The documentation for Blackboard Ultra lists and explains the accessibility and compatibility features of the product. |
| 12.1.2 Accessible 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. |
| 12.2 Support services |  |  |
| 12.2.1 General (informative) |  |  |
| 12.2.2 Information on accessibility and compatibility features | Not applicable | Blackboard Ultra does not offer support services. |
| 12.2.3 Effective communication | Partially supports | Support services for Blackboard Ultra are provided via email and phone support is also available, which may not be accessible to some users. |
| 12.2.4 Accessible 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. |

#### EN 301 549 Functional Accessible Requirements: 13 ICT providing relay or emergency service access

Notes: Blackboard Ultra does not provide relay or emergency service access.

| Criteria | | Conformance Level | Remarks and Explanations |
| --- | --- | --- | --- |
| 13.1.1 General (Informative) |  |  |
| 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 |  |

## 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.