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

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| Project Name: | Blackboard Collaborate |
| Last Revision Date: | 25 July 2019 |
| Revision: | 1.0 |

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# Blackboard Collaborate Accessibility Conformance Report

**VPAT**® **2.3 Version 1.0**

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| **Name of product/version:** | **Blackboard Collaborate** |
| **Product description:** | **Web application** |
| **Date:** | **25 July 2019** |
| **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) 2.1.  The following applications were used as part of the audit to identify potential accessibility issues:   * Desktop browsers: Chrome, Firefox, Safari, Internet Explorer 11, and Edge. * 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/WCAG21/) 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

As Blackboard Collaborate 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 2.1 Report

#### Web Content Accessibility Guidelines (WCAG) 2.1 Success Criteria, Level A

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [1.1.1 Non-text Content](http://www.w3.org/TR/WCAG20/#text-equiv-all) | Partially supports | Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with some exceptions. These include:   * Images with missing or inadequate text alternatives. * <canvas> element with no text alternative. * Audio alerts with no text alternative. |
| [1.2.1 Audio-only and Video-only (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) | Supports | The Blackboard Collaborate 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 Collaborate web application does not natively contain audio content, but content creators may upload prerecorded audio 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 Collaborate 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 | Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with one exception:   * Whiteboard controls are not programmatically grouped together and identified as controls for the whiteboard. |
| [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 web application the correct reading sequence can be programmatically determined, there are some exceptions. These include:   * Focus moves behind some dialogs and menus. * Meaningful content is hidden from assistive technologies. |
| [1.3.3 Sensory Characteristics](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) | Supports | Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components. |
| [1.4.1 Use of Color](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) | Supports | Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. |
| [1.4.2 Audio Control](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) | Not applicable | The web application does not contain any audio which plays automatically for more than 3 seconds. |
| [2.1.1 Keyboard](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) | Partially supports | All functionality of the content is operable through a keyboard interface with some exceptions. These include:   * Dialog that can be opened, but not closed via keyboard. * Buttons that are not focusable or keyboard operable. * Tab widgets that don’t implement the proper keyboard interactions. * <canvas> element that cannot be navigated to or interacted with via keyboard. |
| [2.1.2 No Keyboard Trap](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) | Partially supports | For most components that receive keyboard focus, focus can be moved away from that component using only a keyboard interface, with one exception:   * Focus trapped on close button in video preview dialog. |
| [2.1.4 Character Key Shortcuts](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (2.1 only) | Not applicable | The web application does not provide keyboard shortcuts. |
| [2.2.1 Timing Adjustable](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) | Supports | The web application features time limits, but these are set to a time limit longer than 20 hours. |
| [2.2.2 Pause, Stop, Hide](http://www.w3.org/TR/WCAG20/#time-limits-pause) | Not applicable | The 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 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 | A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. |
| [2.4.2 Page Titled](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) | Partially supports | The majority of pages have titles that describe their topic or purpose, with one exception:   * The title for the main page does not accurately describe the purpose of the page. |
| [2.4.3 Focus Order](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) | Partially supports | Focusable components receive focus in an order that preserves meaning and operability, with some exceptions. These include:   * Focus moves behind some dialogs and menus. * Focus not returning to activating control upon closing widget. * Focus moving through page in an illogical order. |
| [2.4.4 Link Purpose (In Context)](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) | Supports | The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context. |
| [2.5.1 Pointer Gestures](https://www.w3.org/TR/WCAG21/#pointer-gestures) (2.1 only) | Not applicable | The 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 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 | For most user interface components with labels that include text or images of text, the accessible name of the component contains the text that is presented visually, with some exceptions. These include:   * Buttons whose accessible name does not contain or only partially contains their visible label. |
| [2.5.4 Motion Actuation](https://www.w3.org/TR/WCAG21/#motion-actuation) (2.1 only) | Not applicable | The 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 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 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 does not automatically cause a change of context. |
| [3.3.1 Error Identification](http://www.w3.org/TR/WCAG20/#minimize-error-identified) | Supports | For all input errors that are automatically detected, the items that are in error are identified and the errors are 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, there are some exceptions. These include:   * Some search fields lack a visible label. * “Session name” input lacks a visible label. |
| [4.1.1 Parsing](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) | Partially supports | 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:   * Elements not nested according to their specifications. * Duplicate IDs. |
| [4.1.2 Name, Role, Value](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) | Partially supports | For most user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. However, there are some exceptions. These include:   * Disclosure widgets marked up as Tabs. * Widgets lacking an accessible name. * Form labels not programmatically associated with their corresponding form control. * Related form controls not programmatically grouped together along with their overall label. |

#### Web Content Accessibility Guidelines (WCAG) 2.1 Success Criteria, Level AA

| 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 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) | Supports | The Blackboard Collaborate web application does not natively contain video content, but content creators may upload prerecorded video content with audio descriptions |
| [1.3.4 Orientation](https://www.w3.org/TR/WCAG21/#orientation) (2.1 only) | Supports | All content and functionality is presented and usable at different orientations. |
| [1.3.5 Identify Input Purpose](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (2.1 only) | Not applicable | The web application does not contain any input fields collecting information about the user. |
| [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 has sufficient contrast, there are exceptions. These include:   * Form control borders. * Graphical buttons. |
| [1.4.4 Resize text](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) | Partially supports | While the majority of pages in the web application allow text to be resized / zoomed up to 200% without loss of content or functionality, there are some exceptions. These include:   * Pages with zooming disabled via the <meta> element. |
| [1.4.5 Images of Text](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) | Supports | All text is used to convey information rather than images of text. |
| [1.4.10 Reflow](https://www.w3.org/TR/WCAG21/#reflow) (2.1 only) | Supports | The 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. |
| [1.4.11 Non-text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast) (2.1 only) | Supports | The visual presentation of interface components and graphical objects has a contrast ratio of at least 3:1. |
| [1.4.12 Text Spacing](https://www.w3.org/TR/WCAG21/#text-spacing) (2.1 only) | Supports | The web application allows for relevant text style properties to be changed without loss of content or functionality. |
| [1.4.13 Content on Hover or Focus](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (2.1 only) | Supports | Additional content that appears on hover or focus is dismissible, hoverable and persistent. |
| [2.4.5 Multiple Ways](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) | Not applicable | As the web application is comprised entirely of pages which are the result of, or a step in, a process, this criterion is not applicable. |
| [2.4.6 Headings and Labels](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) | Supports | All headings and labels 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 provide a visible keyboard focus indicator, there are some exceptions. These include:   * Invisible elements receiving focus. |
| [3.1.2 Language of Parts](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) | Supports | The human language of each passage or phrase in the content can be programmatically determined. |
| [3.2.3 Consistent Navigation](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) | Supports | Navigational mechanisms that are repeated on multiple pages within a set of Web pages occur in the same relative order each time they are repeated. |
| [3.2.4 Consistent Identification](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) | Supports | Components that have the same functionality within a set of pages 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 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 | Most status messages can be presented to the user by assistive technologies without receiving focus, with one exception:   * Timer with the time remaining not properly exposed to assistive technologies. |

#### Web Content Accessibility Guidelines (WCAG) 2.1 Success Criteria, Level AAA

| 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 |  |
| [1.3.6 Identify Purpose](https://www.w3.org/TR/WCAG21/#identify-purpose) (2.1 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 |  |
| [2.2.6 Timeouts](https://www.w3.org/TR/WCAG21/#timeouts) (2.1 only) | Not evaluated |  |
| [2.3.2 Three Flashes](http://www.w3.org/TR/WCAG20/#seizure-three-times) | Not evaluated |  |
| [2.3.3 Animation from Interactions](https://www.w3.org/TR/WCAG21/#animation-from-interactions) (2.1 only) | 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 |  |
| [2.5.5 Target Size](https://www.w3.org/TR/WCAG21/#target-size) (2.1 only) | Not evaluated |  |
| [2.5.6 Concurrent Input Mechanisms](https://www.w3.org/TR/WCAG21/#concurrent-input-mechanisms) (2.1 only) | 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)

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 302.1Without Vision | Partially supports | The 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 web application can be used with limited vision, with some color contrast issues. |
| 302.3Without Perception of Color | Partially supports | The web application can be used without color perception, with some color contrast issues. |
| 302.4Without Hearing | Partially supports | The web application can be used without hearing, apart from some audio alerts with no text alternative. |
| 302.5With Limited Hearing | Supports | The web application can be used with limited hearing. Volume controls are provided to increase the volume of auditory output. |
| 302.6Without Speech | Supports | No issues were identified that would impact this criterion. |
| 302.7With Limited Manipulation | Partially supports | The web application is usable by people with limited manipulation. A small number of controls are not operable via keyboard, some dialogs do not manage focus correctly, and there are a couple instances of illogical focus order. |
| 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 Collaborate 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 Collaborate 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”) | Not applicable | The Blackboard Collaborate web application authoring tools are only intended for editing plain text. |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable | The Blackboard Collaborate web application does not provide format conversion functionality. |
| 504.2.2 PDF Export | Not applicable | The Blackboard Collaborate web application does not export any content to PDF. |
| 504.3 Prompts | Does not support | The Blackboard Collaborate web application does not prompt the user to add captions to recordings. |
| 504.4 Templates | Not applicable | The Blackboard Collaborate web application does not provide templates. |

## Section 508 Chapter 6: Support Documentation and Services

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 601.1 Scope |  |  |
| 602 Support Documentation |  |  |
| 602.2 Accessibility and Compatibility Features | Supports | The documentation 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 is provided electronically. |
| 603 Support Services |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | Does not offer support services. |
| 603.3 Accommodation of Communication Needs | Partially supports | Support services 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 | Partially supports | Refer to Section 508 302.4 Without Hearing |
| 4.2.5 Usage with limited hearing | Supports |  |
| 4.2.6 Usage without vocal capability | Supports |  |
| 4.2.7 Usage with limited manipulation or strength | Partially supports | Refer to Section 508 302.7 With Limited Manipulation |
| 4.2.8 Usage with limited reach | Supports |  |
| 4.2.9 Minimize photosensitive seizure triggers | Supports |  |
| 4.2.10 Usage with limited cognition | Supports |  |

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

Notes: Blackboard Collaborate 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 Collaborate 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

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 7.1 Caption processing technology |  |  |
| 7.1.1 Captioning playback | Supports |  |
| 7.1.2 Captioning synchronization | Supports |  |
| 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 Collaborate 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

| 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) | Not applicable |  |
| 9.2.3 Captions (Prerecorded) | Not applicable |  |
| 9.2.4 Audio Description or Media Alternative (Prerecorded) | Not applicable |  |
| 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 | Supports |  |
| 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 | 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 | Partially supports | Refer to WCAG Level A 2.1.2 No Keyboard Trap |
| 9.2.17 Timing Adjustable | Supports |  |
| 9.2.18 Pause, stop, hide | Not applicable |  |
| 9.2.19 Three flashes or below threshold | Supports |  |
| 9.2.20 Bypass Blocks | Supports |  |
| 9.2.21 Page Titled | Partially supports | Refer to WCAG Level A 2.4.2 Page Titled |
| 9.2.22 Focus Order | Partially supports | Refer to WCAG Level A 2.4.3 Focus Order |
| 9.2.23 Link Purpose (In Context) | Supports |  |
| 9.2.24 Multiple Ways | Not applicable |  |
| 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 | Supports |  |
| 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 | Partially supports | 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 Collaborate 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 Collaborate is a web application, not a software product. However, the web application includes some authoring functionality, hence Functional Accessible Requirements: 11 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 | Does not support |  |
| 11.6.2 Accessible content creation | Not applicable | The Blackboard Collaborate web application authoring tools are only intended for editing plain text. |
| 11.6.3 Preservation of accessibility information in transformations | Not applicable | The Blackboard Collaborate web application does not provide format conversion functionality. |
| 11.6.4 Repair assistance | Does not support | The Blackboard Collaborate web application does not prompt the user to add captions to recordings. |
| 11.6.5 Templates | Not applicable | The Blackboard Collaborate web application does not provide templates. |

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

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 12.1 Product documentation |  |  |
| 12.1.1 Accessibility and compatibility features | Supports | The documentation lists and explains the accessibility and compatibility features of the product. |
| 12.1.2 Accessible documentation | Partially supports | The documentation mostly complies with WCAG 2.0 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 | Does not offer support services. |
| 12.2.3 Effective communication | Partially supports | Support services are provided via email, 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 Collaborate 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

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