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# Blackboard Instructor Web Accessibility Conformance Report

**VPAT**® **2.3 Version 1.0**

|  |  |
| --- | --- |
| **Name of product/version:** | **Blackboard Instructor iOS** |
| **Product description:** | **Native application** |
| **Date:** | **04 December 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:   * Assistive technologies: VoiceOver, Switch Control |
| **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

As Blackboard Instructor is anative software 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, Level A

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) | Supports with exceptions | Most non-text content that is presented to the user has a text alternative that serves the equivalent purpose. An exception is the feedback icon button on the 'Grade a student' screen, which only visually indicates whether feedback has already been provided. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) | Not applicable | Instructor contains no audio-only or video-only content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) | Not applicable | Instructor does not contain synchronized media with prerecorded audio content. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) | Not applicable | Instructor does not contain any synchronized media which would require an alternative for time-based media or audio description. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) | Supports with exceptions | Information, structure, and relationships conveyed through presentation cannot always be programmatically determined and are not available in text. Particularly, there are several screens with headings that are not announced as such by VoiceOver. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) | Supports | The correct reading sequence of content can be programmatically determined. |
| [**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 | Instructor 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) | Supports with exceptions | Besides a few exceptions, all functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. The exceptions includes disclosure controls that cannot be operated by keyboard. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) | Supports | For every component 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 | Instructor does not provide keyboard shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) | Not applicable | The application does not feature any time limits. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) | Not applicable | Instructor 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 | Instructor 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 with exceptions | A mechanism is available to bypass blocks of content that are repeated on multiple Web pages, with minor exceptions: Some headings, which can aid users in quickly bypassing blocks of content and navigating to specific parts of a screen/view, are not programmatically identified as headings and therefore can’t be skipped to. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) | Supports | All pages have titles that describe their topic or purpose. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) | Supports with exceptions | Most focusable components receive focus in an order that preserves meaning and operability, except for some hidden focusable controls on the Attached Submission screen. |
| [**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) | Supports | All content and functionality can be operated using a single pointer and without requiring a specific path-based gesture. |
| [**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) | Supports | For all 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. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (2.1 only) | Not applicable | Functionality that can be operated by device or user motion can be operated using alternative interface components, and the motion detection can be disabled. |
| [**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 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) | Supports | Labels or instructions are provided for all content that requires user input. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) | Supports | Markup-based content does not have any parsing issues known to have an accessibility impact. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) | Does not support | The name, role, state, value of interface components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including assistive technologies. These include: - The button used to open the Grading rubric menu has no accessible name.  - Some buttons are unnamed. - The buttons in the percent based graded rubric do not programmatically indicate expanded state.  - Control are not always announced as interactive. |

#### 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 | Instructor 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 | Instructor does not contain any synchronized media which would require an audio description. |
| [**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 purpose of each input field collecting information about the user can be programmatically determined. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) | Supports | The visual presentation of text and images of text has a contrast ratio of at least 4.5:1. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) | Supports | Text can be resized up to 200% without loss of content or functionality. |
| [**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 application can be operated at 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) | Not applicable | The 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) | Not applicable | Additional content that appears on hover or focus is dismissable, hoverable and persistent. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) | 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) | Supports | All keyboard operable user interface components provide a visible keyboard focus indicator. |
| [**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) | Not applicable |  |
| [**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 screens 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) | Supports | Screens that modify user-controllable data in data storage systems provide a mechanism for reviewing, confirming or correcting information before finalizing the submission. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(2.1 only) | Supports | Status messages can be presented to the user by assistive technologies without receiving focus. |

#### 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 | Supports with exceptions | Some interactive components do not provide the required role, name or state information. |
| 302.2 With Limited Vision | Supports |  |
| 302.3Without Perception of Color | Supports |  |
| 302.4Without Hearing | Supports |  |
| 302.5With Limited Hearing | Supports |  |
| 302.6Without Speech | Supports |  |
| 302.7With Limited Manipulation | Supports with exceptions | Some interactive components cannot be activated through keyboard input or switch control. |
| 302.8With Limited Reach and Strength | Supports |  |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Supports |  |

## Section 508 Chapter 4: Hardware

Notes:

| 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:

| 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 2.1 section. |
| **502 Interoperability with Assistive Technology** |  |  |
| 502.2.1 User Control of Accessibility Features | Supports |  |
| 502.2.2 No Disruption of Accessibility Features | Supports |  |
| *502.3 Accessibility Services* |  |  |
| 502.3.1 Object Information | Does not support | Some interactive objects do not provide information about their role, name or state. |
| 502.3.2 Modification of Object Information | Supports with exceptions | The disclosure widgets in Instructor cannot be perceived or operated using VoiceOver. |
| 502.3.3 Row, Column, and Headers | Not applicable |  |
| 502.3.4 Values | Supports |  |
| 502.3.5 Modification of Values | Supports |  |
| 502.3.6 Label Relationships | Supports |  |
| 502.3.7 Hierarchical Relationships | Supports with exceptions | Some headings are not exposed as headings |
| 502.3.8 Text | Supports |  |
| 502.3.9 Modification of Text | Supports |  |
| 502.3.10 List of Actions | Supports |  |
| 502.3.11 Actions on Objects | Supports |  |
| 502.3.12 Focus Cursor | Supports |  |
| 502.3.13 Modification of Focus Cursor | Supports |  |
| 502.3.14 Event Notification | Supports |  |
| 502.4 Platform Accessibility Features | Supports |  |
| **503 Applications** |  |  |
| 503.2 User Preferences | Supports |  |
| 503.3 Alternative User Interfaces | Supports |  |
| *503.4 User Controls for Captions and Audio Description* |  |  |
| 503.4.1 Caption Controls | Not applicable |  |
| 503.4.2 Audio Description Controls | Not applicable |  |
| **504 Authoring Tools** |  |  |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | Not applicable |  |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable |  |
| 504.2.2 PDF Export | Not applicable |  |
| 504.3 Prompts | Not applicable |  |
| 504.4 Templates | Not applicable |  |

## Section 508 Chapter 6: Support Documentation and Services

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 601.1 Scope |  |  |
| 602 Support Documentation |  |  |
| 602.2 Accessibility and Compatibility Features | Not applicable | Instructordoes not provide any support documentation. |
| 602.3 Electronic Support Documentation | Not applicable | Instructordoes not provide any support documentation. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not applicable | All necessary documentation for Instructoris provided electronically. |
| 603 Support Services |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | Blackboard Instructor does not offer support services. |
| 603.3 Accommodation of Communication Needs | Not applicable | Blackboard Instructor does not offer support services. |

## 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 | Supports with exceptions | Some interactive components do not provide the required role, name or state information. |
| 4.2.2 Usage with limited vision | Supports |  |
| 4.2.3 Usage without perception of color | Supports |  |
| 4.2.4 Usage without hearing | Supports |  |
| 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 | Supports with exceptions | Some interactive components cannot be activated through keyboard input or switch control. |
| 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: Instructor 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 Instructor 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 Instructor 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 Instructor 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 | Not applicable |  |
| 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 | Not applicable |  |
| 9.2.8 Meaningful Sequence | Not applicable |  |
| 9.2.9 Sensory Characteristics | Not applicable |  |
| 9.2.10 Use of Color | Not applicable |  |
| 9.2.11 Audio Control | Not applicable |  |
| 9.2.12 Contrast (minimum) | Not applicable |  |
| 9.2.13 Resize text | Not applicable |  |
| 9.2.14 Images of text | Not applicable |  |
| 9.2.15 Keyboard | Not applicable |  |
| 9.2.16 No Keyboard Trap | Not applicable |  |
| 9.2.17 Timing Adjustable | Not applicable |  |
| 9.2.18 Pause, stop, hide | Not applicable |  |
| 9.2.19 Three flashes or below threshold | Not applicable |  |
| 9.2.20 Bypass Blocks | Not applicable |  |
| 9.2.21 Page Titled | Not applicable |  |
| 9.2.22 Focus Order | Not applicable |  |
| 9.2.23 Link Purpose (In Context) | Not applicable |  |
| 9.2.24 Multiple Ways | Not applicable |  |
| 9.2.25 Headings and Labels | Not applicable |  |
| 9.2.26 Focus Visible | Not applicable |  |
| 9.2.27 Language of Page | Not applicable |  |
| 9.2.28 Language of Parts | Not applicable |  |
| 9.2.29 On Focus | Not applicable |  |
| 9.2.30 On Input | Not applicable |  |
| 9.2.31 Consistent Navigation | Not applicable |  |
| 9.2.32 Consistent Identification | Not applicable |  |
| 9.2.33 Error Identification | Not applicable |  |
| 9.2.34 Labels or Instructions | Not applicable |  |
| 9.2.35 Error Suggestion | Not applicable |  |
| 9.2.36 Error Prevention (Legal, Financial, Data) | Not applicable |  |
| 9.2.37 Parsing | Not applicable |  |
| 9.2.38 Name, role, value | Not applicable |  |
| 9.3 WCAG 2.0 Conformance requirements | Not applicable |  |

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

Notes: Blackboard Instructor 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:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 11.1 General (Informative) |  |  |
| 11.2 Non-Web software success criteria | Supports with exceptions |  |
| 11.2.1 Non-Web software success criteria (excluding closed functionality) |  |  |
| 11.2.1.1 Non-text Content (screen reader supported) | Supports with exceptions | Most non-text content that is presented to the user has a text alternative that serves the equivalent purpose. An exception is the feedback icon button on the 'Grade a student' screen, which only visually indicates whether feedback has already been provided. |
| 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 | Supports with exceptions | Information, structure, and relationships conveyed through presentation cannot always be programmatically determined and are not available in text. Particularly, there are several screens with headings that are not announced as such by VoiceOver. |
| 11.2.1.8 Meaningful Sequence | Supports |  |
| 11.2.1.9 Sensory Characteristics | Supports |  |
| 11.2.1.10 Use of Color | Supports |  |
| 11.2.1.11 Audio Control | Not applicable |  |
| 11.2.1.12 Contrast (minimum) | Supports |  |
| 11.2.1.13 Resize text | Supports |  |
| 11.2.1.14 Images of text | Supports |  |
| 11.2.1.15 Keyboard | Supports with exceptions | Besides a few exceptions, all functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. The exceptions includes disclosure controls that cannot be operated by keyboard. |
| 11.2.1.16 No Keyboard Trap | Supports |  |
| 11.2.1.17 Timing Adjustable | Supports |  |
| 11.2.1.18 Pause, stop, hide | Supports |  |
| 11.2.1.19 Three flashes or below threshold | Supports |  |
| 11.2.1.20 Empty clause |  |  |
| 11.2.1.21 Empty clause |  |  |
| 11.2.1.22 Focus Order | Supports with exceptions | Most focusable components receive focus in an order that preserves meaning and operability, except for some hidden focusable controls on the Attached Submission screen. |
| 11.2.1.23 Link Purpose (In Context) | Supports |  |
| 11.2.1.24 Empty clause |  |  |
| 11.2.1.25 Headings and Labels | Supports |  |
| 11.2.1.26 Focus Visible | Supports |  |
| 11.2.1.27 Language of Software | Supports |  |
| 11.2.1.28 Empty clause |  |  |
| 11.2.1.29 On Focus | Supports |  |
| 11.2.1.30 On Input | Supports |  |
| 11.2.1.31 Empty clause |  |  |
| 11.2.1.32 Empty clause |  |  |
| 11.2.1.33 Error Identification | Supports |  |
| 11.2.1.34 Labels or Instructions | Supports |  |
| 11.2.1.35 Error Suggestion | Supports |  |
| 11.2.1.36 Error Prevention (Legal, Financial, Data) | Supports |  |
| 11.2.1.37 Parsing | Supports |  |
| 11.2.1.38 Name, role, value | Does not support | The name, role, state, value of interface components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including assistive technologies. These include: - The button used to open the Grading rubric menu has no accessible name.  - Some buttons are unnamed. - The buttons in the percent based graded rubric do not programmatically indicate expanded state.  - Control are not always announced as interactive. |
| 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 | Not applicable |  |
| 11.3.2 Accessibility services |  |  |
| 11.3.2.1 Platform accessibility service support for software that provides a user interface | Supports |  |
| 11.3.2.2 Platform accessibility service support for assistive technologies | Supports |  |
| 11.3.2.3 Use of accessibility services | Supports |  |
| 11.3.2.4 Assistive technology | Supports |  |
| 11.3.2.5 Object information | Does not support | Some interactive objects do not provide information about their role, name or state. |
| 11.3.2.6 Row, column, and headers | Not applicable |  |
| 11.3.2.7 Values | Supports |  |
| 11.3.2.8 Label relationships | Supports |  |
| 11.3.2.9 Parent-child relationships | Supports |  |
| 11.3.2.10 Text | Supports |  |
| 11.3.2.11 List of available actions | Supports |  |
| 11.3.2.12 Execution of available actions | Supports |  |
| 11.3.2.13 Tracking of focus and selection attributes | Supports |  |
| 11.3.2.14 Modification of focus and selection attributes | Supports |  |
| 11.3.2.15 Change notification | Supports |  |
| 11.3.2.16 Modifications of states and properties | Supports |  |
| 11.3.2.17 Modifications of values and text | Supports |  |
| 11.4 Documented accessibility usage |  |  |
| 11.4.1 User control of accessibility services | Supports |  |
| 11.4.2 No disruption of accessibility features | Supports |  |
| 11.5 User preferences | Supports |  |
| 11.6 Authoring tools |  |  |
| 11.6.1 Content technology | Not applicable |  |
| 11.6.2 Accessible content creation | Not applicable |  |
| 11.6.3 Preservation of accessibility information in transformations | Not applicable |  |
| 11.6.4 Repair assistance | Not applicable |  |
| 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 | Not applicable | Instructordoes not provide any support documentation. |
| 12.1.2 Accessible documentation | Not applicable | Instructordoes not provide any support documentation. |
| 12.2 Support services |  |  |
| 12.2.1 General (informative) |  |  |
| 12.2.2 Information on accessibility and compatibility features | Not applicable | Instructordoes not provide any support documentation. |
| 12.2.3 Effective communication | Not applicable |  |
| 12.2.4 Accessible documentation | Not applicable | Instructordoes not provide any support documentation. |

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

Notes: Blackboard Instructor 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