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

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| Project Name: | Blackboard Ally for LMS |
| Last Revision Date: | 26 December 2019 |
| Revision: | 1.0 |

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# Blackboard Ally for LMS Web Accessibility Conformance Report

**VPAT**® **2.3 Version 1.0**

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| **Name of product/version:** | **Blackboard Ally for LMS** |
| **Product description:** | **Web application** |
| **Date:** | **26 December 2019** |
| **Contact information** | **Elizabeth Simister, Product Accessibility Manager**  **accessibility@blackboard.com** |
| **Notes** |  |
| **Evaluation methods used:** | This conformance report is based on the results of an accessibility audit conducted by The Paciello Group on a representative sample of pages/components, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.1.  The following applications were used as part of the audit to identify potential accessibility issues:   * Desktop browsers: Chrome, Firefox, Safari, Internet Explorer 11, Edge * Mobile browsers: Chrome * Assistive technologies: JAWS, NVDA, VoiceOver * Accessibility testing tools: ARC Toolkit, Web Accessibility Toolbar, Colour Contrast Analyser, and inspection tools like aViewer and AccExplorer |
| **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 Ally for LMS is a web application, the following standards specifically apply:

* All Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, available at <http://www.w3.org/TR/WCAG20>.
* Section 508 Chapter 3: Functional Performance Criteria (FPC).
* Section 508 Chapter 6: Support Documentation and Services.

**Note:** As this VPAT only covers Ally for LMS, when reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped only against the Ally for LMS, rather than full pages as documented in the [WCAG 2.0 Conformance Requirements](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### WCAG 2.1 Report

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

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) | Partially supports | The Blackboard Ally for LMS web application provides text alternatives for most images, except the following:   * Line chart missing 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 Ally for LMS 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 Ally for LMS web application does not natively contain audio content, but content creators may upload prerecorded audio-only content with captions. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) | Supports | The Blackboard Ally for LMS web application does not natively contain video content, but content creators may upload prerecorded video-only content with audio descriptions or a media alternative. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) | Partially supports | The Blackboard Ally for LMS web application exposes most semantics, except the following:   * Some custom tables have inappropriate roles. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) | Partially supports | The Blackboard Ally for LMS web application presents content in a meaningful sequence, except the following:   * Valuable information hidden from screen reader users. * The reading order of content in the course heading is confusing. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) | Supports | The Blackboard Ally for LMS web application does not rely on sensory characteristics for instructions. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) | Partially supports | The Blackboard Ally for LMS web application does not rely on the use of color, with the following exception:   * The color data chart is distinguished by color alone. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) | Supports | The Blackboard Ally for LMS web application does not present audio content. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) | Supports | The Blackboard Ally for LMS web application supports keyboard functionality. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) | Supports | The Blackboard Ally for LMS web application does not cause a keyboard trap. |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (2.1 only) | Supports | The Blackboard Ally for LMS web application does not present any conflicting character key shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) | Supports | The Blackboard Ally for LMS web application does not feature any time limits. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) | Not applicable | The Blackboard Ally for LMS web application does not have any content that blinks, scrolls or updates regularly. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) | Supports | The Blackboard Ally for LMS web application does not have flashing content. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) | Not applicable | The Blackboard Ally for LMS web application does not feature blocks of content that are repeated on multiple pages. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) | Partially supports | The Blackboard Ally for LMS web application offers page titles, but they are either vague or not unique. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) | Partially supports | The Blackboard Ally for LMS web application has a meaningful focus order with the following exceptions:   * Focus order of carousel controls are confusing. * Modal dialog focus order is confusing. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) | Supports | The Blackboard Ally for LMS web application has meaningful link phrases. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (2.1 only) | Not applicable | The Blackboard Ally for LMS 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) | Not applicable | The Blackboard Ally for LMS web application does not present user interface controls that provide opportunity for pointer cancellation. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (2.1 only) | Supports | The Blackboard Ally for LMS web application provides user interface component labels that contain the text that is presented visually. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (2.1 only) | Not applicable | The Blackboard Ally for LMS 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 Blackboard Ally for LMS web application identifies the default language for the page. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) | Supports | The Blackboard Ally for LMS web application does not cause a change of context on focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) | Supports | The Blackboard Ally for LMS web application does not cause an unexpected change of context when interacting with elements. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) | Not applicable | The Blackboard Ally for LMS web application does not present any error messages. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) | Supports | The Blackboard Ally for LMS web application has visible labels for form controls. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) | Supports | The Blackboard Ally for LMS web application has some minor parsing issues; however, none of these adversely affect accessibility. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) | Partially supports | The Blackboard Ally for LMS web application provides the correct name, role, state, and other important accessibility information for most form controls, with the following exceptions:   * Some controls have either overly verbose labels, or no labels. * Some controls have incorrect roles. * Tab panels implemented inappropriately. * Some tables are implemented inappropriately. * Labeling for table pagination is not clear. * Some frames are missing accessible names. |

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

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) | Not applicable | The Blackboard Ally for LMS web application does not have live audio content. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) | Supports | The Blackboard Ally for LMS web application does not natively contain video content, but content creators may upload prerecorded video-only content with audio descriptions. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (2.1 only) | Supports | The Blackboard Ally for LMS web application presents content and functionality in a usable manner at different orientations. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (2.1 only) | Not applicable | The Blackboard Ally for LMS 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 | The Blackboard Ally for LMS web application has sufficient contrast between the foreground and background colors, with the following exceptions:   * Select text and controls have insufficient color contrast. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) | Support | Text can be resized by zooming the page without assistive technology 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) | Not applicable | The Blackboard Ally for LMS web application does not contain images of text. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (2.1 only) | Partially supports | While the majority of the Blackboard Ally for LMS web application can be resized to a width of 320 CSS pixels / a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions, there are exceptions. These include:   * Overlapping content on the Course accessibility report, Content with easiest issues to fix, Low scoring content items and Remaining issues. * Both horizontal and vertical scrollbars appear on the Overview – retest Modal, Issue description – retest and Courses – retest. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (2.1 only) | Partially supports | The Blackboard Ally for LMS web application presents a visual presentation of interface components and graphical objects that has a contrast ratio of at least 3:1, with the following exceptions:   * Insufficient contrast ratio of line chart elements |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (2.1 only) | Partially supports | The Blackboard Ally for LMS web application allows for relevant text style properties to be changed without loss of content or functionality, with the following exceptions:   * Select box text becomes truncated when text style changes are made. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (2.1 only) | Not applicable | The Blackboard Ally for LMS web application does not present content that appears on hover or focus. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) | Supports | The Blackboard Ally for LMS web application offers multiple paths to reaching content. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) | Supports | The Blackboard Ally for LMS web application presents headings and labels that are descriptive. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) | Supports | All keyboard operable user interface components on the Blackboard Ally for LMS web application provide a visible keyboard focus indicator. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) | Not applicable | The Blackboard Ally for LMS web application does not contain text with a change in language. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) | Supports | The Blackboard Ally for LMS web application has a consistent navigation mechanism. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) | Supports | The Blackboard Ally for LMS web application interface components are identified consistently. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) | Supports | The Blackboard Ally for LMS web application presents appropriate error suggestions. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) | Not applicable | The Blackboard Ally for LMS web application does not have legal commitments or financial transaction. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(2.1 only) | Not applicable | The Blackboard Ally for LMS web application does not provide status messages. |

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

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.2.6 Sign Language (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-sign) (Level AAA) | Not evaluated |  |
| [**1.2.7 Extended Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-extended-ad) (Level AAA) | Not evaluated |  |
| [**1.2.8 Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-text-doc) (Level AAA) | Not evaluated |  |
| [**1.2.9 Audio-only (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-live-audio-only) (Level AAA) | Not evaluated |  |
| [**1.3.6 Identify Purpose**](https://www.w3.org/TR/WCAG21/#identify-purpose) (Level AAA 2.1 only) | Not evaluated |  |
| [**1.4.6 Contrast Enhanced**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast7) (Level AAA) | Not evaluated |  |
| [**1.4.7 Low or No Background Audio**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-noaudio) (Level AAA) | Not evaluated |  |
| [**1.4.8 Visual Presentation**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-visual-presentation) (Level AAA) | Not evaluated |  |
| [**1.4.9 Images of Text (No Exception) Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-images) (Level AAA) | Not evaluated |  |
| [**2.1.3 Keyboard (No Exception)**](http://www.w3.org/TR/WCAG20/#keyboard-operation-all-funcs) (Level AAA) | Not evaluated |  |
| [**2.2.3 No Timing**](http://www.w3.org/TR/WCAG20/#time-limits-no-exceptions) (Level AAA) | Not evaluated |  |
| [**2.2.4 Interruptions**](http://www.w3.org/TR/WCAG20/#time-limits-postponed) (Level AAA) | Not evaluated |  |
| [**2.2.5 Re-authenticating**](http://www.w3.org/TR/WCAG20/#time-limits-server-timeout) (Level AAA) | Not evaluated |  |
| [**2.2.6 Timeouts**](https://www.w3.org/TR/WCAG21/#timeouts) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.3.2 Three Flashes**](http://www.w3.org/TR/WCAG20/#seizure-three-times) (Level AAA) | Not evaluated |  |
| [**2.3.3 Animation from Interactions**](https://www.w3.org/TR/WCAG21/#animation-from-interactions) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.4.8 Location**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-location) (Level AAA) | Not evaluated |  |
| [**2.4.9 Link Purpose (Link Only)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-link) (Level AAA) | Not evaluated |  |
| [**2.4.10 Section Headings**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-headings) (Level AAA) | Not evaluated |  |
| [**2.5.5 Target Size**](https://www.w3.org/TR/WCAG21/#target-size) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.5.6 Concurrent Input Mechanisms**](https://www.w3.org/TR/WCAG21/#concurrent-input-mechanisms) (Level AAA 2.1 only) | Not evaluated |  |
| [**3.1.3 Unusual Words**](http://www.w3.org/TR/WCAG20/#meaning-idioms) (Level AAA) | Not evaluated |  |
| [**3.1.4 Abbreviations**](http://www.w3.org/TR/WCAG20/#meaning-located) (Level AAA) | Not evaluated |  |
| [**3.1.5 Reading Level**](http://www.w3.org/TR/WCAG20/#meaning-supplements) (Level AAA) | Not evaluated |  |
| [**3.1.6 Pronunciation**](http://www.w3.org/TR/WCAG20/#meaning-pronunciation) (Level AAA) | Not evaluated |  |
| [**3.2.5 Change on Request**](http://www.w3.org/TR/WCAG20/#consistent-behavior-no-extreme-changes-context) (Level AAA) | Not evaluated |  |
| [**3.3.5 Help**](http://www.w3.org/TR/WCAG20/#minimize-error-context-help) (Level AAA) | Not evaluated |  |
| [**3.3.6 Error Prevention (All)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible-all) (Level AAA) | Not evaluated |  |

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

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 302.1Without Vision | Partially supports | The Blackboard Ally for LMS web application provides text alternatives and role, name and state for most non-textual content and user interface controls. |
| 302.2 With Limited Vision | Partially supports | The Blackboard Ally for LMS web application provides sufficient color contrast and textual content at larger sizes for most content and user interface components. |
| 302.3Without Perception of Color | Partially supports | The Blackboard Ally for LMS web application presents content that is mostly accessible without a dependency on color. |
| 302.4Without Hearing | Supports | No issues were identified that would impact this criterion. |
| 302.5With Limited Hearing | Supports | No issues were identified that would impact this criterion. |
| 302.6Without Speech | Supports | No issues were identified that would impact this criterion. |
| 302.7With Limited Manipulation | Supports | No issues were identified that would impact this criterion. |
| 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 Ally for LMS 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 Ally for LMS is not a software product.

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | Refer to the WCAG 2.0 section. | Refer to the WCAG 2.0 section. |
| **502 Interoperability with Assistive Technology** |  |  |
| 502.2.1 User Control of Accessibility Features | Not applicable |  |
| 502.2.2 No Disruption of Accessibility Features | Not applicable |  |
| *502.3 Accessibility Services* |  |  |
| 502.3.1 Object Information | Not applicable |  |
| 502.3.2 Modification of Object Information | Not applicable |  |
| 502.3.3 Row, Column, and Headers | Not applicable |  |
| 502.3.4 Values | Not applicable |  |
| 502.3.5 Modification of Values | Not applicable |  |
| 502.3.6 Label Relationships | Not applicable |  |
| 502.3.7 Hierarchical Relationships | Not applicable |  |
| 502.3.8 Text | Not applicable |  |
| 502.3.9 Modification of Text | Not applicable |  |
| 502.3.10 List of Actions | Not applicable |  |
| 502.3.11 Actions on Objects | Not applicable |  |
| 502.3.12 Focus Cursor | Not applicable |  |
| 502.3.13 Modification of Focus Cursor | Not applicable |  |
| 502.3.14 Event Notification | Not applicable |  |
| 502.4 Platform Accessibility Features | Not applicable |  |
| **503 Applications** |  |  |
| 503.2 User Preferences | Not applicable |  |
| 503.3 Alternative User Interfaces | Not applicable |  |
| *503.4 User Controls for Captions and Audio Description* |  |  |
| 503.4.1 Caption Controls | Not applicable |  |
| 503.4.2 Audio Description Controls | Not applicable |  |
| **504 Authoring Tools** |  |  |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | Not applicable |  |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable |  |
| 504.2.2 PDF Export | Not applicable |  |
| 504.3 Prompts | Not applicable |  |
| 504.4 Templates | Not applicable |  |

## Section 508 Chapter 6: Support Documentation and Services

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 601.1 Scope |  |  |
| 602 Support Documentation |  |  |
| 602.2 Accessibility and Compatibility Features | Supports | The documentation for Blackboard Ally for LMS lists and explains the accessibility and compatibility features of the product. |
| 602.3 Electronic Support Documentation | Partially supports | The documentation for Blackboard Ally for LMS does not currently comply with WCAG 2.0 A/AA. Issues include:   * Images missing text alternatives. * Missing role, state and properties from interactive components. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not applicable | All necessary documentation for Blackboard Ally for LMS is provided electronically. |
| 603 Support Services |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | Blackboard Ally for LMS does not offer support services. |
| 603.3 Accommodation of Communication Needs | Partially supports | Support services for Blackboard Ally for LMS are provided via the institution's support desk, Twitter and self-service documentation and videos, 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 Without Perception of Color |
| 4.2.4 Usage without hearing | Supports | No issues were identified that would impact this criterion. |
| 4.2.5 Usage with limited hearing | Supports | No issues were identified that would impact this criterion. |
| 4.2.6 Usage without vocal capability | Supports | No issues were identified that would impact this criterion. |
| 4.2.7 Usage with limited manipulation or strength | Supports | No issues were identified that would impact this criterion. |
| 4.2.8 Usage with limited reach | Supports | No issues were identified that would impact this criterion. |
| 4.2.9 Minimize photosensitive seizure triggers | Supports | No issues were identified that would impact this criterion. |
| 4.2.10 Usage with limited cognition | Supports | No issues were identified that would impact this criterion. |

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

Notes: Blackboard Ally for LMS 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 Ally for LMS 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 Ally for LMS 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 Ally for LMS is not a hardware product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 8.1 General |  |  |
| 8.1.1. Generic requirements |  |  |
| 8.1.2 Standard connections | Not applicable |  |
| 8.1.3 Color | Not applicable |  |
| 8.2 Hardware products with speech output |  |  |
| 8.2.1 Speech volume gain |  |  |
| 8.2.1.1 Speech volume range | Not applicable |  |
| 8.2.1.2 Incremental volume control | Not applicable |  |
| 8.2.2 Magnetic coupling |  |  |
| 8.2.2.1 Fixed-line devices | Not applicable |  |
| 8.2.2.2 Wireless communication devices | Not applicable |  |
| 8.3 Physical access to ICT |  |  |
| 8.3.1 General (informative) | Not applicable |  |
| 8.3.2 Clear floor or ground space |  |  |
| 8.3.2.1 Change in level | Not applicable |  |
| 8.3.2.2 Clear floor or ground space | Not applicable |  |
| 8.3.2.3 Approach |  |  |
| 8.3.2.3.1 General | Not applicable |  |
| 8.3.2.3.2 Forward approach | Not applicable |  |
| 8.3.2.3.3 Parallel approach | Not applicable |  |
| 8.3.2.4 Knee and toe clearance width | Not applicable |  |
| 8.3.2.5 Toe clearance | Not applicable |  |
| 8.3.2.6 Knee clearance | Not applicable |  |
| 8.3.3 Reach range for ICT |  |  |
| 8.3.3.1 Forward reach |  |  |
| 8.3.3.1.1 Unobstructed high forward reach | Not applicable |  |
| 8.3.3.1.2 Unobstructed low forward reach | Not applicable |  |
| 8.3.3.1.3 Outward reach |  |  |
| 8.3.3.1.3.1 Clear floor space | Not applicable |  |
| 8.3.3.1.3.2 Obstructed (< 510 mm) forward reach | Not applicable |  |
| 8.3.3.1.3.3 Obstructed (< 635 mm) forward reach | Not applicable |  |
| 8.3.3.2 Side reach |  |  |
| 8.3.3.2.1 Unobstructed high side reach | Not applicable |  |
| 8.3.3.2.2 Unobstructed low side reach | Not applicable |  |
| 8.3.3.2.3 Obstructed side reach |  |  |
| 8.3.3.2.3.1 Obstructed (<= 255 mm) side reach | Not applicable |  |
| 8.3.3.2.3.2 Obstructed (<= 610 mm) side reach | Not applicable |  |
| 8.3.4 Visibility | Not applicable |  |
| 8.3.5 Installation instructions | Not applicable |  |
| 8.4 Mechanically operable parts |  |  |
| 8.4.1 Numeric keys | Not applicable |  |
| 8.4.2 Operation of mechanical parts |  |  |
| 8.4.2.1 Means of operation of mechanical parts | Not applicable |  |
| 8.4.2.2 Force of operation of mechanical parts | Not applicable |  |
| 8.4.3 Keys, tickets and fare cards | Not applicable |  |
| 8.5 Tactile indication of speech mode | Not applicable |  |

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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 9.1 General (Informative) |  |  |
| 9.2 Web content requirements |  |  |
| 9.2.1 Non-text Content | Partially supports | Refer to WCAG Level A 1.1.1 Non-text Content |
| 9.2.2 Audio-only and Video-only (Prerecorded) | Supports | Refer to WCAG Level A 1.2.1 Audio-only and Video-only (Prerecorded) |
| 9.2.3 Captions (Prerecorded) | Supports | Refer to WCAG Level A 1.2.2 Captions (Prerecorded) |
| 9.2.4 Audio Description or Media Alternative (Prerecorded) | Supports | Refer to WCAG Level A 1.2.3 Audio Description or Media Alternative (Prerecorded) |
| 9.2.5 Captions (Live) | Not applicable | Refer to WCAG Level AA 1.2.4 Captions (Live) |
| 9.2.6 Audio description (prerecorded) | Supports | Refer to WCAG Level A 1.2.5 Audio Description (Prerecorded) |
| 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 | Refer to WCAG Level A 1.3.3 Sensory Characteristics |
| 9.2.10 Use of Color | Partially supports | Refer to WCAG Level A 1.4.1 Use of Color |
| 9.2.11 Audio Control | Supports | Refer to WCAG Level A 1.4.2 Audio Control |
| 9.2.12 Contrast (minimum) | Partially supports | Refer to WCAG Level A 1.4.3 Contrast (Minimum) |
| 9.2.13 Resize text | Does not support | Refer to WCAG Level A 1.4.4 Resize Text |
| 9.2.14 Images of text | Not applicable | Refer to WCAG Level AA 1.4.5 Images of Text |
| 9.2.15 Keyboard | Partially supports | Refer to WCAG Level A 2.1.1 Keyboard |
| 9.2.16 No Keyboard Trap | Supports | Refer to WCAG Level A 2.1.2 No Keyboard Trap |
| 9.2.17 Timing Adjustable | Does not support | Refer to WCAG Level A 2.2.1 Timing Adjustable |
| 9.2.18 Pause, stop, hide | Not applicable | Refer to WCAG Level A 2.2.2 Pause, Stop, Hide |
| 9.2.19 Three flashes or below threshold | Supports | Refer to WCAG Level A 2.3.1 Three Flashes or Below Threshold |
| 9.2.20 Bypass Blocks | Does not support | Refer to WCAG Level A 2.4.1 Bypass Blocks |
| 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) | Partially supports | Refer to WCAG Level A 2.4.4 Link Purpose (In Context) |
| 9.2.24 Multiple Ways | Supports | Refer to WCAG Level AA 2.4.5 Multiple Ways |
| 9.2.25 Headings and Labels | Supports | Refer to WCAG Level AA 2.4.6 Headings and Labels |
| 9.2.26 Focus Visible | Partially supports | Refer to WCAG Level AA 2.4.7 Focus Visible |
| 9.2.27 Language of Page | Supports | Refer to WCAG Level A 3.1.1 Language of the Page |
| 9.2.28 Language of Parts | Not applicable | Refer to WCAG Level AA 3.1.2 Language of parts |
| 9.2.29 On Focus | Supports | Refer to WCAG Level A 3.2.1 On Focus |
| 9.2.30 On Input | Supports | Refer to WCAG Level A 3.2.2 On Input |
| 9.2.31 Consistent Navigation | Supports | Refer to WCAG Level AA 3.2.3 Consistent Navigation |
| 9.2.32 Consistent Identification | Supports | Refer to WCAG Level AA 3.2.4 Consistent Identification |
| 9.2.33 Error Identification | Not applicable | Refer to WCAG Level A 3.3.1 Error Identification |
| 9.2.34 Labels or Instructions | Supports | Refer to WCAG Level A 3.3.2 Labels or Instructions |
| 9.2.35 Error Suggestion | Supports | Refer to WCAG Level AA 3.3.3 Error Suggestion |
| 9.2.36 Error Prevention (Legal, Financial, Data) | Not applicable | Refer to WCAG Level AA 3.3.4 Error Prevention – legal, financial, data |
| 9.2.37 Parsing | Supports | Refer to WCAG Level A 4.1.1 Parsing |
| 9.2.38 Name, role, value | Partially supports | Refer to WCAG Level A 4.1.2 Name, Role, Value |
| 9.3 WCAG 2.0 Conformance requirements | Partially supports | Refer to the WCAG 2.1 section. |

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

Notes: Blackboard Ally for LMS 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 Ally for LMS is not a software 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 | Not applicable |  |
| 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 | 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 | Supports | The Blackboard Ally for LMS documentation lists and explains the accessibility and compatibility features of the product. |
| 12.1.2 Accessible documentation | Partially supports | The Blackboard Ally for LMS documentation does not currently comply with WCAG 2.0 A/AA. Issues include:   * Images missing text alternatives. * Missing role, state and properties from interactive components. |
| 12.2 Support services |  |  |
| 12.2.1 General (informative) |  |  |
| 12.2.2 Information on accessibility and compatibility features | Not applicable | Blackboard Ally for LMS does not offer support services. |
| 12.2.3 Effective communication | Partially supports | Blackboard Ally for LMS provides communication methods, such as institution's support desk and Twitter, which may not be accessible to some users. |
| 12.2.4 Accessible documentation | Partially supports | Blackboard Ally for LMS provides mostly accessible documentation, such as self-service documentation and videos, which may not be accessible to some users. |

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

Notes: Blackboard Ally for LMS 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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