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

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| Project Name: | Blackboard Original Learn 9.1 |
| Last Revision Date: | 14 February 2020 |
| Revision: | 1.0 |

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# Blackboard Original Learn 9.1 Web Accessibility Conformance Report

**VPAT**® **2.3 Version 1.0**

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| **Name of product/version:** | **Blackboard Original Learn 9.1** |
| **Product description:** | **Web application** |
| **Date:** | **14 February 2020** |
| **Contact information** | **Elizabeth Simister, Product Accessibility Manager, accessibility@blackboard.com** |
| **Notes** | Please note – third-party plug-in tools, customized user interfaces, and instructor created content was considered out of scope for testing in this application as this content is not native to the Learn 9.1 application. Blackboard advises institutions to confirm that any third-party integrations, customizations, and uploaded content that is not part of the Learn 9.1 be reviewed for accessibility separately from this product. |
| **Evaluation methods used:** | This conformance report is based on the results of an accessibility audit conducted by The Paciello Group on a representative sample of pages/components, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.1.  The following applications were used as part of the audit to identify potential accessibility issues:   * Desktop browsers: Internet Explorer, Firefox, Safari and Chrome. * Assistive technologies: JAWS, NVDA, and VoiceOver. * Accessibility testing tools: ARC Rules accessibility evaluator, Accessibility Viewer, browser developer tools, colour contrast analyser, and the W3C Nu HTML Checker. |
| **Applicable standards/guidelines** | This report covers the degree of conformance for the following accessibility standards/guidelines:   * [Web Content Accessibility Guidelines (WCAG) 2.1](https://www.w3.org/TR/WCAG/) Level A/AA. * [Web Content Accessibility Guidelines (WCAG) 2.0](http://www.w3.org/TR/WCAG20) Level A/AA. * [Revised Section 508](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines). * [Standard EN 301 549](http://mandate376.standards.eu/standard). |

## Terminology

The terms used in the conformance level information are defined as follows:

* **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
* **Partially supports**: Some functionality of the product does not meet the criterion.
* **Does not support**: The majority of product functionality does not meet the criterion.
* **Not applicable**: The criterion is not relevant to the product.
* **Not evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG 2.0 Level AAA.

## Section 508 Chapter 1: Application and Administration

This accessibility conformance report is based on the [Revised 508 Standards](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) which incorporates [WCAG 2.0](http://www.w3.org/TR/WCAG20) by reference.

## Section 508 Chapter 2: Scoping Requirements

The following standards specifically apply:

* All Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, available at <http://www.w3.org/TR/WCAG20>.
* Section 508 Chapter 3: Functional Performance Criteria (FPC).
* Section 508 Chapter 5: Software.
* Section 508 Chapter 6: Support Documentation and Services.

**Note:** When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### WCAG 2.1 Report

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

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) | Partially supports | The Blackboard Original Learn 9.1 web application provides text alternatives for most non-text items, with some exceptions:   * Some images lack a text alternative. * Some images have an inadequate text alternative. * Some decorative images are not hidden from assistive technologies. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) | Supports | The Blackboard Original Learn 9.1 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 Original Learn 9.1 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 Original Learn 9.1 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 Original Learn 9.1 web application exposes some semantics, with several exceptions, including:   * Some sections have the semantics removed using role="application" and some semantic elements have inappropriate roles that remove the native semantics. * Some headings, lists, and tables have not been identified. * Tables used for layout, which can result in redundant table information being announced by assistive technologies. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) | Partially supports | The correct reading sequence can be programmatically determined for the majority of content in the Blackboard Original Learn 9.1 web application, with the following exception:   * The grades data table does not have table semantics. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) | Supports | The Blackboard Original Learn 9.1 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 Original Learn 9.1 web application does not rely on color-alone to convey information, with some exceptions. These include:   * Links are identified by color-alone, and have a low contrast between the link text and surrounding text. * Current and selected dates are identified by color-alone. * Star rating requires color-perception to determine the rating. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) | Not applicable | The Blackboard Original Learn 9.1 web application does not have audio content that plays automatically. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) | Partially supports | Most functionality is operable using the keyboard-alone in the Blackboard Original Learn 9.1 web application with several exceptions, including:   * Some buttons not reachable or operable using the keyboard. * Date pickers cannot be operated using the keyboard. * Hotspot ordering questions require a pointing device to answer. * Tree widgets are not operable using the standard keystrokes * The Space key cannot be used to operate some buttons. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) | Partially supports | For every component in the Blackboard Original Learn 9.1 web application that receives keyboard focus, focus can be moved away from that component using only a keyboard interface , with one exception:   * There is a keyboard trap when navigating backwards in the “Grade discussion forum”. The keyboard trap only occurs in Firefox. There is no keyboard trap in other browsers. |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (2.1 only) | Not applicable | The Blackboard Original Learn 9.1 web application does not have single-letter character key shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) | Does not support | The Blackboard Original Learn 9.1 web application has a session timeout after a period of inactivity. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) | Not applicable | The Blackboard Original Learn 9.1 web application does not contain any moving, blinking, scrolling or auto-updating content. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) | Supports | The Blackboard Original Learn 9.1 web application does not contain anything that flashes more than three times in any one second period. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) | Supports | The Blackboard Original Learn 9.1 web application contains a skip link to allow users to bypass blocks of repetitive content. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) | Partially supports | The Blackboard Original Learn 9.1 web application has unique page titles for most pages, apart from the pages in the global navigation section that all have the same page title, “My Blackboard content - Blackboard Learn”. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) | Does not support | Focusable components in the Blackboard Original Learn 9.1 web application receive focus in an order that preserves meaning and operability, with several exceptions. These include:   * Content that is not visible on the screen receives focus. * Non-interactive content is included in the keyboard tab order. * Focus can leave some date pickers, and focus is at the end of the document, rather than where the date picker was opened. * Focus is not maintained inside of some dialogs and menus when opened. * Several screens place focus in the main content, bypassing all content before. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) | Partially supports | The Blackboard Original Learn 9.1 web application has meaningful link phrases with some exceptions:   * Some link phrases do not adequately describe the target. * Some screens have duplicate link phrases to different locations with no programmatically determinable context. * Most links have a title attribute that duplicates the link phrase. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (2.1 only) | Not applicable | The Blackboard Original Learn 9.1 web application does not use multi-point/multi-touch interactions or path-based gestures. |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (2.1 only) | Supports | For all content in the Blackboard Original Learn 9.1 web application that can be operated using a single point and the down-event of the pointer is not used to execute any part of the function. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (2.1 only) | Partially supports | The Blackboard Original Learn 9.1 web application correctly reflects labels in the name for some elements, with exceptions:   * Some interface elements lack an accessible name. * Some interface elements have an accessible name does not contain their visible label. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (2.1 only) | Not applicable | The Blackboard Original Learn 9.1 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) | Partially supports | The human language of all pages in the Blackboard Original Learn 9.1 web application is correctly identified, with one minor exception:   * On the “My Grades” screen, an iframe contains an HTML document that does not identify the natural language of the page. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) | Supports | None of the focusable components in the Blackboard Original Learn 9.1 web application initiates a change of context when they receive focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) | Partially supports | Changing the setting of user interface component in the Blackboard Original Learn 9.1 web application does not automatically cause a change of context, with the following exceptions:   * Activating the "Allow partial credit" and "Units required" checkboxes on the “Create/Edit calculated formula” screen causes the page to update with new options, and repositions the user's focus point. * Adjusting the number of answers select element on the “Create/Edit multiple choice” screen causes the page to reload, but there is no warning above that this will happen. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) | Supports | If an input error is detected in the Blackboard Original Learn 9.1 web application, the error is described to the user in text. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) | Supports | Labels or instructions are provided for all content that requires user input in the Blackboard Original Learn 9.1 web application. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) | Partially supports | The majority of markup does not have any parsing issues known to have an accessibility impact, with some exceptions:   * Several duplicate ID attribute values. * Some malformed tags. * Elements not nested according to the HTML specification. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) | Does not support | There are several interface elements that do not expose the correct role, name, or value in the Blackboard Original Learn 9.1 web application. These include:   * Several interface elements without or an inappropriate accessible name. * Several interface elements do not expose the correct role (dialogs, buttons, links, tooltips, checkboxes, tabs, tree views, and so on). * Required field and error states not programmatically exposed. * Cues and error messages are not programmatically associated with their corresponding form controls. * Group labels not programmatically associated with form controls. |

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

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) | Not applicable | The Blackboard Original Learn 9.1 web application does not contain synchronized media with live audio content. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) | Not applicable | The Blackboard Original Learn 9.1 web application does not natively contain video content, but content creators may upload prerecorded video-only content with audio descriptions. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (2.1 only) | Supports | Pages are not restricted to either portrait or landscape only in the Blackboard Original Learn 9.1 web application. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (2.1 only) | Not applicable | The Blackboard Original Learn 9.1 web application does not collect information about the user that can be programmatically determined. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) | Partially supports | The majority of text and images of text in the Blackboard Original Learn 9.1 web application has sufficient contrast, but there are several minor instances of text that has insufficient contrast between the foreground and background colors. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) | Partially supports | The majority of pages in the Blackboard Original Learn 9.1 web application allow text to be resized / zoomed up to 200% without loss of content or functionality, with some exceptions:   * Some content is clipped when the page is zoomed 200%. * Pinch-zoom is disabled on all screens. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) | Supports | The Blackboard Original Learn 9.1 web application does not contain images of text. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (2.1 only) | Partially supports | The majority of the Blackboard Original Learn 9.1 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, with exceptions:   * Horizontal and vertical scrolling is required on some pages with a small screen. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (2.1 only) | Partially supports | The majority of non-text user interface components in the Blackboard Original Learn 9.1 web application have sufficient contrast, but there are several instances of non-text that has insufficient contrast between the foreground and background colors, or adjacent colors. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (2.1 only) | Supports | The Blackboard Original Learn 9.1 web application honors custom text-style properties. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (2.1 only) | Partially supports | While the majority of additional content that appears on hover or focus is dismissible, hoverable and persistent, there are some exceptions:   * Tooltips are displayed on hover and cannot be dismissed without moving the cursor. * Some menu buttons are opened on hover, and cannot be dismissed without moving the cursor. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) | Supports | The Blackboard Original Learn 9.1 web application has multiple ways of locating screens in the application. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) | Partially supports | Most headings and labels in the Blackboard Original Learn 9.1 web application appropriately describe the topic or purpose of their related content, with the following exceptions:   * Checkboxes in the “Full grade center” have the same accessible name, “Select this row”. * Some button names are not descriptive, such as “X” for close. * Some interface elements contain redundant “Click to” instructions. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) | Partially supports | The Blackboard Original Learn 9.1 web application provides a visible keyboard focus indicator for most elements, with some exceptions including:   * Elements not visible on the screen receiving focus. * Focus can get masked by other components, such as dialogs, menus, fixed banners, and fixed footers. * Some elements do not have a visible indication of focus. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) | Not applicable | The Blackboard Original Learn 9.1 web application does not have a change in language. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) | Supports | The Blackboard Original Learn 9.1 web application has consistent navigation mechanisms. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) | Supports | The Blackboard Original Learn 9.1 web application components are identified consistently. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) | Not applicable | There are no known suggestions for correction when errors are detected in the Blackboard Original Learn 9.1 web application. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) | Not applicable | The Blackboard Original Learn 9.1 web application does not contain pages that cause legal commitments or financial transactions to occur, modify or delete user-controllable data in a data storage system, or submits user test responses. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(2.1 only) | Partially supports | Status messages are presented to the user by assistive technologies without receiving focus in the Blackboard Original Learn 9.1 web application, with the following exceptions:   * The alert for adding a column or row is not announced to assistive technologies on the “Create rubric” screen. * The status message on the “Create / edit formula” screen is interrupted as focus is moved to the question title, which is announced instead. |

## 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 | Does not support | There are several instances of elements without a correct role, state, or accessible name in the Blackboard Original Learn 9.1 web application. |
| 302.2 With Limited Vision | Partially supports | The Blackboard Original Learn 9.1 web application can be used with limited vision, with some color contrast issues. |
| 302.3Without Perception of Color | Partially supports | The Blackboard Original Learn 9.1 web application can be used without color perception, apart from some elements that use color to indicate selected state or stars in a rating system that requires color-perception to comprehend. Some links are visually evident by color-alone. |
| 302.4Without Hearing | Supports | No issues were identified that would impact this criterion. |
| 302.5With Limited Hearing | Supports | The Blackboard Original Learn 9.1 web application does not natively contain Audio and Video files, but content creators may upload files with captions, audio description, and transcripts. |
| 302.6Without Speech | Supports | No issues were identified that would impact this criterion. |
| 302.7With Limited Manipulation | Partially supports | The Blackboard Original Learn 9.1 web application is usable by people with limited manipulation, but some elements are not reachable or operable using the keyboard. |
| 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 Original Learn 9.1 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 Original Learn 9.1 a web application, not a software product. However, the web application includes some authoring functionality, hence Chapter 5: Software 504 Authoring Tools applies to this product.

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | Refer to the WCAG 2.0 section. | Refer to the WCAG 2.0 section. |
| **502 Interoperability with Assistive Technology** |  |  |
| 502.2.1 User Control of Accessibility Features | Not applicable |  |
| 502.2.2 No Disruption of Accessibility Features | Not applicable |  |
| *502.3 Accessibility Services* |  |  |
| 502.3.1 Object Information | Not applicable |  |
| 502.3.2 Modification of Object Information | Not applicable |  |
| 502.3.3 Row, Column, and Headers | Not applicable |  |
| 502.3.4 Values | Not applicable |  |
| 502.3.5 Modification of Values | Not applicable |  |
| 502.3.6 Label Relationships | Not applicable |  |
| 502.3.7 Hierarchical Relationships | Not applicable |  |
| 502.3.8 Text | Not applicable |  |
| 502.3.9 Modification of Text | Not applicable |  |
| 502.3.10 List of Actions | Not applicable |  |
| 502.3.11 Actions on Objects | Not applicable |  |
| 502.3.12 Focus Cursor | Not applicable |  |
| 502.3.13 Modification of Focus Cursor | Not applicable |  |
| 502.3.14 Event Notification | Not applicable |  |
| 502.4 Platform Accessibility Features | Not applicable |  |
| **503 Applications** |  |  |
| 503.2 User Preferences | Not applicable |  |
| 503.3 Alternative User Interfaces | Not applicable |  |
| *503.4 User Controls for Captions and Audio Description* |  |  |
| 503.4.1 Caption Controls | Not applicable |  |
| 503.4.2 Audio Description Controls | Not applicable |  |
| **504 Authoring Tools** |  |  |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | Partially supports | The Blackboard Original Learn 9.1 web application provides functionality for authors to create semantic content, such as headings and lists. |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable |  |
| 504.2.2 PDF Export | Not applicable |  |
| 504.3 Prompts | Does not support | The Blackboard Original Learn 9.1 web application does not prompt for accessibility information. |
| 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 Learn 9.1 lists and explains the [accessibility and compatibility features of the product](https://help.blackboard.com/Learn/Administrator/Hosting/Accessibility/Accessibility_Features) online. |
| 602.3 Electronic Support Documentation | Partially supports | The documentation mostly complies with WCAG 2.1 A/AA, but there may be older content posted that has not been verified for accessibility. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not applicable | All necessary documentation for Blackboard Original Learn 9.1 is provided electronically. |
| 603 Support Services |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | Blackboard Original Learn 9.1 does not offer support services. |
| 603.3 Accommodation of Communication Needs | Partially supports | Support services for Blackboard Original Learn 9.1 are provided via email, which may not be accessible to some users. |

## Standard EN 301 549

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

Notes:

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

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

Notes: Blackboard Original Learn 9.1 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 Original Learn 9.1 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 Original Learn 9.1 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 Original Learn 9.1 is not a hardware product.

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

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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 9.1 General (Informative) |  |  |
| 9.2 Web content requirements |  |  |
| 9.2.1 Non-text Content | Partially supports | Refer to WCAG Level A 1.1.1 Non-text Content |
| 9.2.2 Audio-only and Video-only (Prerecorded) | Supports |  |
| 9.2.3 Captions (Prerecorded) | Supports |  |
| 9.2.4 Audio Description or Media Alternative (Prerecorded) | Supports |  |
| 9.2.5 Captions (Live) | Not applicable |  |
| 9.2.6 Audio description (prerecorded) | Not applicable |  |
| 9.2.7 Info and Relationships | Partially supports | Refer to WCAG Level A 1.3.1 Info and Relationships |
| 9.2.8 Meaningful Sequence | Partially supports | Refer to WCAG Level A 1.3.2 Meaningful Sequence |
| 9.2.9 Sensory Characteristics | Supports |  |
| 9.2.10 Use of Color | Partially supports | Refer to WCAG Level A 1.4.1 Use of Color |
| 9.2.11 Audio Control | Not applicable |  |
| 9.2.12 Contrast (minimum) | Partially supports | Refer to WCAG Level AA 1.4.3 Contrast (Minimum) |
| 9.2.13 Resize text | Partially supports | Refer to WCAG Level AA 1.4.4 Resize Text |
| 9.2.14 Images of text | Supports | 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 | Partially supports | Refer to WCAG Level A 2.1.2 Keyboard Trap |
| 9.2.17 Timing Adjustable | Does not support | Refer to WCAG Level A 2.1.1 Timing adjustable. |
| 9.2.18 Pause, stop, hide | Supports |  |
| 9.2.19 Three flashes or below threshold | Supports |  |
| 9.2.20 Bypass Blocks | Supports |  |
| 9.2.21 Page Titled | Partially supports | Refer to WCAG A Level A 2.4.2 Page Titles |
| 9.2.22 Focus Order | Does not support | Refer to WCAG Level A 2.4.3 Focus Order |
| 9.2.23 Link Purpose (In Context) | Partially supports | Refer to WCAG Level A 2.4.4 Link Purpose (In Context) |
| 9.2.24 Multiple Ways | Supports |  |
| 9.2.25 Headings and Labels | Supports |  |
| 9.2.26 Focus Visible | Partially supports | Refer to WCAG Level AA 2.4.7 Visible focus |
| 9.2.27 Language of Page | Partially supports | Refer to WCAG Level A 3.1.1 Language of the Page |
| 9.2.28 Language of Parts | Not applicable |  |
| 9.2.29 On Focus | Supports |  |
| 9.2.30 On Input | Partially supports | Refer to WCAG Level A 3.2.2 On Input |
| 9.2.31 Consistent Navigation | Supports |  |
| 9.2.32 Consistent Identification | Supports |  |
| 9.2.33 Error Identification | Supports |  |
| 9.2.34 Labels or Instructions | Supports |  |
| 9.2.35 Error Suggestion | Not applicable |  |
| 9.2.36 Error Prevention (Legal, Financial, Data) | Not applicable |  |
| 9.2.37 Parsing | Partially supports | Refer to WCAG Level A 4.1.1 Parsing |
| 9.2.38 Name, role, value | Does not support | Refer to 4.1.2 Name, Role, Value |
| 9.3 WCAG 2.0 Conformance requirements | Partially supports | Refer to the WCAG 2.0 section. |

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

Notes: Blackboard Original Learn 9.1 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 Original Learn 9.1 a web application, not a software product. However, the web application includes some authoring functionality, hence Software 11.6 Authoring Tools applies to this product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 11.1 General (Informative) |  |  |
| 11.2 Non-Web software success criteria | Not applicable |  |
| 11.2.1 Non-Web software success criteria (excluding closed functionality) |  |  |
| 11.2.1.1 Non-text Content (screen reader supported) | Not applicable |  |
| 11.2.1.2 Audio-only and Video-only (Prerecorded) | Not applicable |  |
| 11.2.1.3 Captions (Prerecorded) | Not applicable |  |
| 11.2.1.4 Audio Description or Media Alternative (Prerecorded) | Not applicable |  |
| 11.2.1.5 Captions (Live) | Not applicable |  |
| 11.2.1.6 Audio description (prerecorded) | Not applicable |  |
| 11.2.1.7 Info and Relationships | Not applicable |  |
| 11.2.1.8 Meaningful Sequence | Not applicable |  |
| 11.2.1.9 Sensory Characteristics | Not applicable |  |
| 11.2.1.10 Use of Color | Not applicable |  |
| 11.2.1.11 Audio Control | Not applicable |  |
| 11.2.1.12 Contrast (minimum) | Not applicable |  |
| 11.2.1.13 Resize text | Not applicable |  |
| 11.2.1.14 Images of text | Not applicable |  |
| 11.2.1.15 Keyboard | Not applicable |  |
| 11.2.1.16 No Keyboard Trap | Not applicable |  |
| 11.2.1.17 Timing Adjustable | Not applicable |  |
| 11.2.1.18 Pause, stop, hide | Not applicable |  |
| 11.2.1.19 Three flashes or below threshold | Not applicable |  |
| 11.2.1.20 Empty clause |  |  |
| 11.2.1.21 Empty clause |  |  |
| 11.2.1.22 Focus Order | Not applicable |  |
| 11.2.1.23 Link Purpose (In Context) | Not applicable |  |
| 11.2.1.24 Empty clause |  |  |
| 11.2.1.25 Headings and Labels | Not applicable |  |
| 11.2.1.26 Focus Visible | Not applicable |  |
| 11.2.1.27 Language of Software | Not applicable |  |
| 11.2.1.28 Empty clause |  |  |
| 11.2.1.29 On Focus | Not applicable |  |
| 11.2.1.30 On Input | Not applicable |  |
| 11.2.1.31 Empty clause |  |  |
| 11.2.1.32 Empty clause |  |  |
| 11.2.1.33 Error Identification | Not applicable |  |
| 11.2.1.34 Labels or Instructions | Not applicable |  |
| 11.2.1.35 Error Suggestion | Not applicable |  |
| 11.2.1.36 Error Prevention (Legal, Financial, Data) | Not applicable |  |
| 11.2.1.37 Parsing | Not applicable |  |
| 11.2.1.38 Name, role, value | Not applicable |  |
| 11.2.2 Non-Web software success criteria (closed functionality) |  |  |
| 11.2.2.1 Non-text Content (screen reader supported) | Not applicable |  |
| 11.2.2.2 Audio-only and video-only (pre-recorded) |  |  |
| 11.2.2.2.1 Pre-recorded audio-only | Not applicable |  |
| 11.2.2.2.2 Pre-recorded video-only | Not applicable |  |
| 11.2.2.3 Empty clause |  |  |
| 11.2.2.4 Audio Description or Media Alternative (Prerecorded) | Not applicable |  |
| 11.2.2.5 Empty clause |  |  |
| 11.2.2.6 Empty clause |  |  |
| 11.2.2.7 Info and Relationships | Not applicable |  |
| 11.2.2.8 Meaningful Sequence | Not applicable |  |
| 11.2.2.9 Empty clause |  |  |
| 11.2.2.10 Empty clause |  |  |
| 11.2.2.11 Empty clause |  |  |
| 11.2.2.12 Empty clause |  |  |
| 11.2.2.13 Resize text | Not applicable |  |
| 11.2.2.14 Images of text | Not applicable |  |
| 11.2.2.15 Keyboard | Not applicable |  |
| 11.2.2.16 Empty clause |  |  |
| 11.2.2.17 Empty clause |  |  |
| 11.2.2.18 Empty clause |  |  |
| 11.2.2.19 Empty clause |  |  |
| 11.2.2.20 Empty clause |  |  |
| 11.2.2.21 Empty clause |  |  |
| 11.2.2.22 Empty clause |  |  |
| 11.2.2.23 Empty clause |  |  |
| 11.2.2.24 Empty clause |  |  |
| 11.2.2.25 Empty clause |  |  |
| 11.2.2.26 Empty clause |  |  |
| 11.2.2.27 Language of Software | Not applicable |  |
| 11.2.2.28 Empty clause |  |  |
| 11.2.2.29 Empty clause |  |  |
| 11.2.2.30 Empty clause |  |  |
| 11.2.2.31 Empty clause |  |  |
| 11.2.2.32 Empty clause |  |  |
| 11.2.2.33 Error Identification | Not applicable |  |
| 11.2.2.34 Empty clause |  |  |
| 11.2.2.35 Empty clause |  |  |
| 11.2.2.36 Empty clause |  |  |
| 11.2.2.37 Parsing | Not applicable |  |
| 11.2.2.38 Name, role, value | Not applicable |  |
| 11.3 Interoperability with assistive technology |  |  |
| 11.3.1 Closed functionality | N/A |  |
| 11.3.2 Accessibility services |  |  |
| 11.3.2.1 Platform accessibility service support for software that provides a user interface | Not applicable |  |
| 11.3.2.2 Platform accessibility service support for assistive technologies | Not applicable |  |
| 11.3.2.3 Use of accessibility services | Not applicable |  |
| 11.3.2.4 Assistive technology | Not applicable |  |
| 11.3.2.5 Object information | Not applicable |  |
| 11.3.2.6 Row, column, and headers | Not applicable |  |
| 11.3.2.7 Values | Not applicable |  |
| 11.3.2.8 Label relationships | Not applicable |  |
| 11.3.2.9 Parent-child relationships | Not applicable |  |
| 11.3.2.10 Text | Not applicable |  |
| 11.3.2.11 List of available actions | Not applicable |  |
| 11.3.2.12 Execution of available actions | Not applicable |  |
| 11.3.2.13 Tracking of focus and selection attributes | Not applicable |  |
| 11.3.2.14 Modification of focus and selection attributes | Not applicable |  |
| 11.3.2.15 Change notification | Not applicable |  |
| 11.3.2.16 Modifications of states and properties | Not applicable |  |
| 11.3.2.17 Modifications of values and text | Not applicable |  |
| 11.4 Documented accessibility usage |  |  |
| 11.4.1 User control of accessibility services | Not applicable |  |
| 11.4.2 No disruption of accessibility features | Not applicable |  |
| 11.5 User preferences | Not applicable |  |
| 11.6 Authoring tools |  |  |
| 11.6.1 Content technology | Not applicable |  |
| 11.6.2 Accessible content creation | Partially supports | The Blackboard Original Learn 9.1 web application provides functionality for authors to create semantic content, such as headings and lists. |
| 11.6.3 Preservation of accessibility information in transformations | Not applicable |  |
| 11.6.4 Repair assistance | Not applicable | The Blackboard Original Learn 9.1 web application does not prompt for accessibility information. |
| 11.6.5 Templates | Not applicable |  |

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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 12.1 Product documentation |  |  |
| 12.1.1 Accessibility and compatibility features | Supports | The documentation for Blackboard Original Learn 9.1 lists and explains the accessibility and compatibility features of the product. |
| 12.1.2 Accessible documentation | Partially supports | The documentation mostly complies with WCAG 2.1 A/AA, but there may be older content posted that has not been verified for accessibility. |
| 12.2 Support services |  |  |
| 12.2.1 General (informative) |  |  |
| 12.2.2 Information on accessibility and compatibility features | Not applicable | Blackboard Original Learn 9.1 does not offer support services. |
| 12.2.3 Effective communication | Partially supports | Support services for Blackboard Original Learn 9.1 are provided via email and phone support is also available, which may not be accessible to some users. |
| 12.2.4 Accessible documentation | Partially supports | The documentation mostly complies with WCAG 2.0 A/AA, but there may be older content posted that has not been verified for accessibility. |

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

Notes: Blackboard Original Learn 9.1 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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