Blackboard Collaborate Accessibility Conformance Report

VPAT® Version 2.4 (Revised)[[1]](#footnote-1)\*

|  |  |
| --- | --- |
| Name of product/version: | Blackboard Collaborate |
| Product description: | Web application |
| Report date: | 27 August 2021 |
| 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 [TPG Interactive](https://tpgi.com/) on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.The [W3C Website Accessibility Conformance Evaluation Methodology](http://www.w3.org/TR/WCAG-EM/) (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.The following applications were used as part of the audit to identify potential accessibility issues:Desktop browsers: Firefox, Safari, and Chrome.Assistive technologies: JAWS, NVDA, and VoiceOver.Accessibility testing tools: ARC Rules accessibility evaluator, Accessibility Viewer, browser developer tools, color contrast analyzer, 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) 2.0](http://www.w3.org/TR/WCAG20) Level A/AA.[Web Content Accessibility Guidelines (WCAG) 2.1](https://www.w3.org/TR/WCAG21/) Level A/AA.[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf), - V3.1.1 (2019-11) |

Terms

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 be used only in WCAG Level AAA criteria.

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## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

* Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.
* EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation

### Table 1: 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) (Level A)Also applies to:EN 301 549 Criteria* 9.1.1.1 (Web)
* 10.1.1.1 (Non-web document)
* 11.1.1.1.1 (Open Functionality Software)
* 11.1.1.1.2 (Closed Functionality Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The Blackboard Collaborate web application provides text alternatives for most non-text items, with some exceptions:* Drawing objects on the whiteboard have generic text alternatives without an option to provide specific text alternatives.
* Some decorative SVG content is 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) (Level A)Also applies to:EN 301 549 Criteria* 9.1.2.1 (Web)
* 10.1.2.1 (Non-web document)
* 11.1.2.1.1 (Open Functionality Software)
* 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The Blackboard Collaborate web application does not have prerecorded audio-only or prerecorded video-only media. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)Also applies to:EN 301 549 Criteria* 9.1.2.2 (Web)
* 10.1.2.2 (Non-web document)
* 11.1.2.2 (Open Functionality Software)
* 11.1.2.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The Blackboard Collaborate web application does not have prerecorded audio content. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A)Also applies to:EN 301 549 Criteria* 9.1.2.3 (Web)
* 10.1.2.3 (Non-web document)
* 11.1.2.3.1 (Open Functionality Software)
* 11.1.2.3.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The Blackboard Collaborate web application does not have prerecorded video content. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)Also applies to:EN 301 549 Criteria* 9.1.3.1 (Web)
* 10.1.3.1 (Non-web document)
* 11.1.3.1.1 (Open Functionality Software)
* 11.1.3.1.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The Blackboard Collaborate web application exposes the correct semantics for most content with some exceptions, including:* Some headings have not been identified.
* Some lists do not use HTML list markup.
* Row headings have not been identified in some data tables.
 |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)Also applies to:EN 301 549 Criteria* 9.1.3.2 (Web)
* 10.1.3.2 (Non-web document)
* 11.1.3.2.1 (Open Functionality Software)
* 11.1.3.2.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | The correct reading sequence can be programmatically determined for content in the Blackboard Collaborate web application. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(Level A)Also applies to:EN 301 549 Criteria* 9.1.3.3 (Web)
* 10.1.3.3 (Non-web document)
* 11.1.3.3 (Open Functionality Software)
* 11.1.3.3 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | The Blackboard Collaborate 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) (Level A)Also applies to:EN 301 549 Criteria* 9.1.4.1 (Web)
* 10.1.4.1 (Non-web document)
* 11.1.4.1 (Open Functionality Software)
* 11.1.4.1 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The Blackboard Collaborate web application does not rely on color-alone to convey information with the following exceptions:* The current pagination button in the “Introduction to Collaborate tour” modal dialog is indicated by color-alone.
* The currently selected files in the “Share files” and “Preview slides” screens are indicated by color-alone.
 |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)Also applies to:EN 301 549 Criteria* 9.1.4.2 (Web)
* 10.1.4.2 (Non-web document)
* 11.1.4.2 (Open Functionality Software)
* 11.1.4.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The Blackboard Collaborate web application does not have audio. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)Also applies to:EN 301 549 Criteria* 9.2.1.1 (Web)
* 10.2.1.1 (Non-web document)
* 11.2.1.1.1 (Open Functionality Software)
* 11.2.1.1.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Most functionality is operable using the keyboard-alone in the Blackboard Collaborate web application with some exceptions, including:* Some whiteboard functionality cannot be completed using the keyboard-alone.
* Date pickers are not reachable or operable using the keyboard.
* Some tooltips are not exposed using the keyboard-alone.
* Profile pictures cannot be cropped using the keyboard.
 |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)Also applies to:EN 301 549 Criteria* 9.2.1.2 (Web)
* 10.2.1.2 (Non-web document)
* 11.2.1.2 (Open Functionality Software)
* 11.2.1.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | For every component in the Blackboard Collaborate web application that receives keyboard focus, focus can be moved away from that component using only a keyboard, with the following exception:* A keyboard trap occurs when the close button on the “Change your profile picture” and “Audio and video setup” screens receive focus. Focus cannot be moved away from the button using the keyboard-alone.
 |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only)Also applies to:EN 301 549 Criteria* 9.2.1.4 (Web)
* 10.2.1.4 (Non-web document)
* 11.2.1.4.1 (Open Functionality Software)
* 11.2.1.4.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Not applicable | The Blackboard Collaborate 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) (Level A)Also applies to:EN 301 549 Criteria* 9.2.2.1 (Web)
* 10.2.2.1 (Non-web document)
* 11.2.2.1 (Open Functionality Software)
* 11.2.2.1 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The Blackboard Collaborate web application does not include content with a timeout, with the following exception:* When a user provides feedback on the session screens an icon is used that is removed after 30 seconds without allowing the user to turn off or extend the timeout.
 |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)Also applies to:EN 301 549 Criteria* 9.2.2.2 (Web)
* 10.2.2.2 (Non-web document)
* 11.2.2.2 (Open Functionality Software)
* 11.2.2.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The Blackboard Collaborate 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) (Level A)Also applies to:EN 301 549 Criteria* 9.2.3.1 (Web)
* 10.2.3.1 (Non-web document)
* 11.2.3.1 (Open Functionality Software)
* 11.2.3.1(Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | The Blackboard Collaborate 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) (Level A)Also applies to:EN 301 549 Criteria* 9.2.4.1 (Web)
* 10.2.4.1 (Non-web document) – Does not apply
* 11.2.4.1 (Open Functionality Software) – Does not apply
* 11.2.4.1 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software) – Does not apply to non-web software
* 504.2 (Authoring Tool)
* 602.3 (Support Docs) – Does not apply to non-web docs
 | Supports | The Blackboard Collaborate 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) (Level A)Also applies to:EN 301 549 Criteria* 9.2.4.2 (Web)
* 10.2.4.2 (Non-web document)
* 11.2.4.2 (Open Functionality Software) - Does not apply
* 11.2.4.2 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The Blackboard Collaborate web application has unique page titles for most pages, but some pages have generic titles, such as “Bb Collaborate” on the “Join session” screen. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)Also applies to:EN 301 549 Criteria* 9.2.4.3 (Web)
* 10.2.4.3 (Non-web document)
* 11.2.4.3 (Open Functionality Software)
* 11.2.4.3 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Focusable components in the Blackboard Collaborate web application receive focus in an order that preserves meaning and operability, with some exceptions. These include:* Focus remains in the background content when some dialogs are displayed.
* Focus is placed at the end of content in “Introduction to Collaborate tour”, requiring users to navigate backwards to read the content.
* Some screens include non-interactive content in the keyboard tab order.
 |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)Also applies to:EN 301 549 Criteria* 9.2.4.4 (Web)
* 10.2.4.4 (Non-web document)
* 11.2.4.4 (Open Functionality Software)
* 11.2.4.4 (Closed Software
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | The Blackboard Collaborate web application has meaningful link phrases. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only)Also applies to:EN 301 549 Criteria* 9.2.5.1 (Web)
* 10.2.5.1 (Non-web document)
* 11.2.5.1 (Open Functionality Software)
* 11.2.5.1 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Not applicable | The Blackboard Collaborate 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) (Level A 2.1 only)Also applies to:EN 301 549 Criteria* 9.2.5.2 (Web)
* 10.2.5.2 (Non-web document)
* 11.2.5.2 (Open Functionality Software)
* 11.2.5.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Supports | All content in the Blackboard Collaborate 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) (Level A 2.1 only)Also applies to:EN 301 549 Criteria* 9.2.5.3 (Web)
* 10.2.5.3 (Non-web document)
* 11.2.5.3 (Open Functionality Software)
* 11.2.5.3 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Partially supports | The Blackboard Collaborate web application correctly reflects labels in the name for most interface elements, with the following exception:* Some interface elements have an accessible name that does not contain the visible label.
 |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only)Also applies to:EN 301 549 Criteria* 9.2.5.4 (Web)
* 10.2.5.4 (Non-web document)
* 11.2.5.4 (Open Functionality Software)
* 11.2.5.4 (Closed Software
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Not applicable | The Blackboard Collaborate 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) (Level A)Also applies to:EN 301 549 Criteria* 9.3.1.1 (Web)
* 10.3.1.1 (Non-web document)
* 11.3.1.1.1 (Open Functionality Software)
* 11.3.1.1.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Does not support | The human language of all pages in the Blackboard Collaborate web application is not programmatically determinable due to an invalid language code used on the <html> element. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)Also applies to:EN 301 549 Criteria* 9.3.2.1 (Web)
* 10.3.2.1 (Non-web document)
* 11.3.2.1 (Open Functionality Software)
* 11.3.2.1 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | None of the focusable components in the Blackboard Collaborate 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) (Level A)Also applies to:EN 301 549 Criteria* 9.3.2.2 (Web)
* 10.3.2.2 (Non-web document)
* 11.3.2.2 (Open Functionality Software)
* 11.3.2.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Changing the setting of user interface component in the Blackboard Collaborate web application does not automatically cause a change of context, with the following exceptions:* When a user types a date on the “Recordings” screen a search is performed that can result in the user’s focus being moved to a “Try again” button if nothing is found.
* When the “Enable captions” checkbox is toggled on the “Recording settings” dialog focus is reset to the start of the dialog in Chrome.
 |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)Also applies to:EN 301 549 Criteria* 9.3.3.1 (Web)
* 10.3.3.1 (Non-web document)
* 11.3.3.1.1 (Open Functionality Software)
* 11.3.3.1.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | If an input error is detected in the Blackboard Collaborate web application, the error is described to the user in text, with the following exception:* Most error messages are removed on focus, meaning the error message will not be seen by some users.
 |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)Also applies to:EN 301 549 Criteria* 9.3.3.2 (Web)
* 10.3.3.2 (Non-web document)
* 11.3.3.2 (Open Functionality Software)
* 11.3.3.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Labels or instructions are provided for all content that requires user input in the Blackboard Collaborate web application, with some exceptions:* Some form controls do not have a label.
* Some form controls do not have individual labels and share a group label instead.
* Some form controls have a label that is overwritten by the value when they enter data.
 |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)Also applies to:EN 301 549 Criteria* 9.4.1.1 (Web)
* 10.4.1.1 (Non-web document)
* 11.4.1.1.1 (Open Functionality Software)
* 11.4.1.1.2 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The majority of markup for the Blackboard Collaborate web application does not have any parsing issues known to have an accessibility impact, with some exceptions:* Several duplicate ID attribute values.
* Elements not nested according to the HTML specification.
 |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)Also applies to:EN 301 549 Criteria* 9.4.1.2 (Web)
* 10.4.1.2 (Non-web document)
* 11.4.1.2.1 (Open Functionality Software)
* 11.4.1.2.2 (Closed Software) – Not required
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Does not support | There are several interface elements that do not expose the correct role, name, or value in the Blackboard Collaborate web application. These include:* Several interface elements without an inappropriate accessible name.
* Several interface elements are not structured correctly, such as dialogs, radio buttons, tooltips, buttons, disclosure buttons, menu buttons, and so on.
* Sort states are not exposed correctly on sortable data tables.
* Error states not programmatically exposed.
* Cues and error messages are not programmatically associated with their corresponding form controls.
 |

### Table 2: 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) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.2.4 (Web)
* 10.1.2.4 (Non-web document)
* 11.1.2.4 (Open Functionality Software)
* 11.1.2.4 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The Blackboard Collaborate 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) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.2.5 (Web)
* 10.1.2.5 (Non-web document)
* 11.1.2.5 (Open Functionality Software)
* 11.1.2.5 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The Blackboard Collaborate 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) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.3.4 (Web)
* 10.1.3.4 (Non-web document)
* 11.1.3.4 (Open Functionality Software)
* 11.1.3.4 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Supports | Pages are not restricted to either portrait or landscape only in the Blackboard Collaborate web application. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.3.5 (Web)
* 10.1.3.5 (Non-web document)
* 11.1.3.5 (Open Functionality Software)
* 11.1.3.5 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Does not support | The Blackboard Collaborate web application does not collect identifiable data apart from the login and account information screens that do not use known autocomplete values for the email, username, and password. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.4.3 (Web)
* 10.1.4.3 (Non-web document)
* 11.1.4.3 (Open Functionality Software)
* 11.1.4.3 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Most text and images of text in the Blackboard Collaborate web application have sufficient contrast, but there a few 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) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.4.4 (Web)
* 10.1.4.4 (Non-web document)
* 11.1.4.4.1 (Open Functionality Software)
* 11.1.4.4.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Most pages in the Blackboard Collaborate web application allow text to be resized / zoomed up to 200% without loss of content or functionality, apart from the chat screen where the search edit field for emoticons is clipped out of view when the page is zoomed to 200%. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)Also applies to:EN 301 549 Criteria* 9.1.4.5 (Web)
* 10.1.4.5 (Non-web document)
* 11.1.4.5.1 (Open Functionality Software)
* 11.1.4.5.2 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports | The Blackboard Collaborate web application does not contain images of text. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.4.10 (Web)
* 10.1.4.10 (Non-web document)
* 11.1.4.10.1 (Open Functionality Software)
* 11.1.4.10.2 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Does not support | Most pages in the Blackboard Collaborate web application result in a loss of content and functionality when the width is equivalent to 320 CSS pixels and the viewing height is equivalent to 256 CSS pixels. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.4.11 (Web)
* 10.1.4.11 (Non-web document)
* 11.1.4.11 (Open Functionality Software)
* 11.1.4.11 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Partially supports | Most non-text user interface components in the Blackboard Collaborate web application have sufficient contrast, but there are some 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) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.4.12 (Web)
* 10.1.4.12 (Non-web document)
* 11.1.4.12 (Open Functionality Software)
* 11.1.4.12 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Partially supports | The Blackboard Collaborate web application honors custom text-style properties for most pages, but on some screens text is truncated when the word spacing is 0.16 times the font size. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.1.4.13 (Web)
* 10.1.4.13 (Non-web document)
* 11.1.4.13 (Open Functionality Software)
* 11.1.4.13 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Does not support | Tooltips are used throughout the Blackboard web application that are revealed on hover and focus that cannot be dismissed using the keyboard or without moving the cursor away from the tooltip trigger. It is not possible to move the cursor to a tooltip without the tooltip disappearing. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)Also applies to:EN 301 549 Criteria* 9.2.4.5 (Web)
* 10.2.4.5 (Non-web document) – Does not apply
* 11.2.4.5 (Open Functionality Software) – Does not apply
* 11.2.4.5 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software) – Does not apply to non-web software
* 504.2 (Authoring Tool)
* 602.3 (Support Docs) – Does not apply to non-web docs
 | Supports | The Blackboard Collaborate 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) (Level AA)Also applies to:EN 301 549 Criteria* 9.2.4.6 (Web)
* 10.2.4.6 (Non-web document)
* 11.2.4.6 (Open Functionality Software)
* 11.2.4.6 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | Headings and labels in the Blackboard Collaborate web application appropriately describe the topic or purpose of their related content, with one exception. The search for people to chat in the chat panel has a label of “Chat” that does not describe the purpose of the search edit field. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)Also applies to:EN 301 549 Criteria* 9.2.4.7 (Web)
* 10.2.4.7 (Non-web document)
* 11.2.4.7 (Open Functionality Software)
* 11.2.4.7 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Partially supports | The Blackboard Collaborate web application provides a visible keyboard focus indicator for most elements, with some exceptions:* Focus can get masked by other components, such as the fixed headers and fixed footers on smaller viewports.
* There is no visible indication of focus when the document receives focus on the “Shared file” screen.
* Focus can go to elements masked by the dialog on the “Poll with responses” screen.
 |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.1.2 (Web)
* 10.3.1.2 (Non-web document)
* 11.3.1.2 (Open Functionality Software) – Does not apply
* 11.3.1.2 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The Blackboard Collaborate web application does not have a change in language. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.2.3 (Web)
* 10.3.2.3 (Non-web document) – Does not apply
* 11.3.2.3 (Open Functionality Software) – Does not apply
* 11.3.2.3 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software) – Does not apply to non-web software
* 504.2 (Authoring Tool)
* 602.3 (Support Docs) – Does not apply to non-web docs
 | Supports | The Blackboard Collaborate web application has consistent navigation mechanisms. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.2.4 (Web)
* 10.3.2.4 (Non-web document) – Does not apply
* 11.3.2.4 (Open Functionality Software) – Does not apply
* 11.3.2.4 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software) – Does not apply to non-web software
* 504.2 (Authoring Tool)
* 602.3 (Support Docs) – Does not apply to non-web docs
 | Supports | The Blackboard Collaborate web application components are identified consistently.  |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.3.3 (Web)
* 10.3.3.3 (Non-web document)
* 11.3.3.3 (Open Functionality Software)
* 11.3.3.3 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Does not support | Known suggestions for correcting errors that are detected in the Blackboard Collaborate web application are not provided. These include:* The correct format to use for an email address when the format is incorrect.
* Helpful error messages that are removed when the corresponding form field receives focus.
 |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)Also applies to:EN 301 549 Criteria* 9.3.3.4 (Web)
* 10.3.3.4 (Non-web document)
* 11.3.3.4 (Open Functionality Software)
* 11.3.3.4 (Closed Software)
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not applicable | The Blackboard Collaborate 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)(Level AA 2.1 only)Also applies to:EN 301 549 Criteria* 9.4.1.3 (Web)
* 10.4.1.3 (Non-web document) – Does not apply
* 11.4.1.3 (Open Functionality Software) – Does not apply
* 11.4.1.3 (Closed Software) – Does not apply
* 11.8.2 (Authoring Tool)
* 12.1.2 (Product Docs)
* 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Partially supports | Status messages are presented to the user by assistive technologies without moving focus in the Blackboard Collaborate web application, apart from messages in the “Chat thread” that are not announced to the user. |

### Table 3: 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 |  |

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#302-functional-performance-criteria) (FPC)

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 302.1 Without Vision | Partially supports | The Blackboard Collaborate web application provides the name, role, state, and other important accessibility information for most interface elements. Appropriate text alternatives are provided for most non-text content. |
| 302.2 With Limited Vision | Partially supports | The Blackboard Collaborate web application can be used with limited vision, with some color contrast issues. |
| 302.3 Without Perception of Color | Partially supports | The Blackboard Collaborate web application can be used without color perception, apart from some selected items that are visually indicated by color-alone. |
| 302.4 Without Hearing | Supports | The Blackboard Collaborate web application does not natively contain audio content. |
| 302.5 With Limited Hearing | Supports | The Blackboard Collaborate web application does not natively contain audio content. |
| 302.6 Without Speech | Supports | No issues were identified that would impact this criterion. |
| 302.7 With Limited Manipulation | Partially supports | The Blackboard Collaborate web application is usable by people with limited manipulation, but some elements are not reachable or operable using the keyboard. |
| 302.8 With Limited Reach and Strength | Supports | No issues were identified that would impact this criterion. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | No issues were identified that would impact this criterion. |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general)

Notes: Blackboard Collaborate is not a hardware product.

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**402 Closed Functionality**](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#402-closed-functionality) | Heading cell – no response required | Heading cell – no response required |
| ***402.1 General*** | Heading cell – no response required | Heading cell – no response required |
| ***402.2 Speech-Output Enabled*** | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen |  |  |
| 402.2.2 Transactional Outputs |  |  |
| 402.2.3 Speech Delivery Type and Coordination |  |  |
| 402.2.4 User Control |  |  |
| 402.2.5 Braille Instructions |  |  |
| ***402.3 Volume*** | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening |  |  |
| 402.3.2 Non-private Listening |  |  |
| 402.4 Characters on Display Screens |  |  |
| 402.5 Characters on Variable Message Signs |  |  |
| [***403 Biometrics***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#403-biometrics) | Heading cell – no response required | Heading cell – no response required |
| 403.1 General |  |  |
| [***404 Preservation of Information Provided for Accessibility***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#404-preservation-information) | Heading cell – no response required | Heading cell – no response required |
| 404.1 General |  |  |
| [***405 Privacy***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#405-privacy) | Heading cell – no response required | Heading cell – no response required |
| 405.1 General |  |  |
| [***406 Standard Connections***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#406-standard-connections) | Heading cell – no response required | Heading cell – no response required |
| 406.1 General |  |  |
| [***407 Operable Parts***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#407-operable-parts) | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast |  |  |
| ***407.3 Input Controls*** | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible |  |  |
| 407.3.2 Alphabetic Keys |  |  |
| 407.3.3 Numeric Keys |  |  |
| 407.4 Key Repeat |  |  |
| 407.5 Timed Response |  |  |
| 407.6 Operation |  |  |
| 407.7 Tickets, Fare Cards, and Keycards |  |  |
| ***407.8 Reach Height and Depth*** | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane |  |  |
| 407.8.1.1 Vertical Plane for Side Reach |  |  |
| 407.8.1.2 Vertical Plane for Forward Reach |  |  |
| 407.8.2 Side Reach |  |  |
| 407.8.2.1 Unobstructed Side Reach |  |  |
| 407.8.2.2 Obstructed Side Reach |  |  |
| 407.8.3 Forward Reach |  |  |
| 407.8.3.1 Unobstructed Forward Reach |  |  |
| 407.8.3.2 Obstructed Forward Reach |  |  |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach |  |  |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach |  |  |
| [***408 Display Screens***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#408-display-screens) | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility |  |  |
| 408.3 Flashing |  |  |
| [***409 Status Indicators***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#409-status-indicators) | Heading cell – no response required | Heading cell – no response required |
| 409.1 General |  |  |
| [***410 Color Coding***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#410-color-coding) | Heading cell – no response required | Heading cell – no response required |
| 410.1 General |  |  |
| [***411 Audible Signals***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#411-audible-signals) | Heading cell – no response required | Heading cell – no response required |
| 411.1 General |  |  |
| [***412 ICT with Two-Way Voice Communication***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#412-two-way-communication) | Heading cell – no response required | Heading cell – no response required |
| ***412.2 Volume Gain*** | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones |  |  |
| 412.2.2 Volume Gain for Non-Wireline ICT |  |  |
| ***412.3 Interference Reduction and Magnetic Coupling*** | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets |  |  |
| 412.3.2 Wireline Handsets |  |  |
| 412.4 Digital Encoding of Speech |  |  |
| 412.5 Real-Time Text Functionality | Reserved for future | Reserved for future |
| 412.6 Caller ID |  |  |
| 412.7 Video Communication |  |  |
| ***412.8 Legacy TTY Support*** | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability |  |  |
| 412.8.2 Voice and Hearing Carry Over |  |  |
| 412.8.3 Signal Compatibility |  |  |
| 412.8.4 Voice Mail and Other Messaging Systems |  |  |
| [***413 Closed Caption Processing Technologies***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#413-closed-caption) | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions |  |  |
| 413.1.2 Pass-Through of Closed Caption Data |  |  |
| [***414 Audio Description Processing Technologies***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#414-audio-description) | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners |  |  |
| 414.1.2 Other ICT |  |  |
| [***415 User Controls for Captions and Audio Descriptions***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#415-user-controls-captions-audio-descriptions) | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls |  |  |
| 415.1.2 Audio Description Controls |  |  |

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#501-general)

Notes: Blackboard Collaborate is a web application, not a software product. However, the web application includes some authoring functionality, hence Chapter 5: Software 504 Authoring Tools applies to this product.

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See the WCAG 2.x Report section. | See the WCAG 2.x Report section. |
| [***502 Interoperability with Assistive Technology***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#502-interoperability-assistive-technology) | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features |  |  |
| 502.2.2 No Disruption of Accessibility Features |  |  |
| ***502.3 Accessibility Services*** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information |  |  |
| 502.3.2 Modification of Object Information |  |  |
| 502.3.3 Row, Column, and Headers |  |  |
| 502.3.4 Values |  |  |
| 502.3.5 Modification of Values |  |  |
| 502.3.6 Label Relationships |  |  |
| 502.3.7 Hierarchical Relationships |  |  |
| 502.3.8 Text |  |  |
| 502.3.9 Modification of Text |  |  |
| 502.3.10 List of Actions |  |  |
| 502.3.11 Actions on Objects |  |  |
| 502.3.12 Focus Cursor |  |  |
| 502.3.13 Modification of Focus Cursor |  |  |
| 502.3.14 Event Notification |  |  |
| 502.4 Platform Accessibility Features |  |  |
| [***503 Applications***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#503-applications) | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences |  |  |
| 503.3 Alternative User Interfaces |  |  |
| ***503.4 User Controls for Captions and Audio Description*** | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls |  |  |
| 503.4.2 Audio Description Controls |  |  |
| [***504 Authoring Tools***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#504-authoring-tools) | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | Supports | The Blackboard Collaborate 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 Collaborate web application does not prompt for text alternatives when adding components to the whiteboard. |
| 504.4 Templates | Not applicable |  |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#601-general)

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 601.1 Scope |  |  |
| [***602 Support Documentation***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#602-support-documentation) |  |  |
| 602.2 Accessibility and Compatibility Features | Supports | The documentation for Blackboard Collaborate lists and explains the [accessibility and compatibility features](https://help.blackboard.com/Accessibility) of the product 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 Collaborate is provided electronically. |
| ***[603 Support Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%22%20%5Cl%20%22603-support-services)*** |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | Blackboard Collaborate does not offer support services. |
| 603.3 Accommodation of Communication Needs | Partially supports | Support services for Blackboard Collaborate are provided via email, which may not be accessible to some users. |

## EN 301 549 Report

### Chapter 4: [Functional Performance Statements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A38%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D) (FPS)

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 colour | 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. |
| 4.2.11 Privacy | Supports | No issues were identified that would impact this criterion. |

### Chapter 5: [Generic Requirements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%22%20%5Cl%20%22%5B%7B%22num%22%3A45%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Blackboard Collaborate does not contain functionality limited by characteristics that prevents a user from attaching, installing, or using assistive technology.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***5.1 Closed functionality*** | Heading cell – no response required | Heading cell – no response required |
| ***5.1.2 General*** | Heading cell – no response required | Heading cell – no response required |
| ***5.1.2.1 Closed functionality*** | See 5.2 through 13 | See information in 5.2 through 13 |
| ***5.1.2.2 Assistive technology*** | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| ***5.1.3 Non-visual access*** | Heading cell – no response required | Heading cell – no response required |
| 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 | 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*** | Heading cell – no response required | Heading cell – no response required |
| ***5.1.6.1 Closed functionality*** | See 5.1.3.1 through 5.1.3.16 | See information in 5.1.3.1 through 5.1.3.16 |
| 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 conversion | Not applicable |  |
| ***5.5 Operable parts*** | Heading cell – no response required | Heading cell – no response required |
| 5.5.1 Means of operation | Not applicable |  |
| 5.5.2 Operable parts discernibility | Not applicable |  |
| ***5.6 Locking or toggle controls*** | Heading cell – no response required | Heading cell – no response required |
| 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 |  |

### Chapter 6: [ICT with Two-Way Voice Communication](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A60%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Blackboard Collaborate does not contain functionality relating to, nor does it require/rely on, two-way voice communication.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 6.1 Audio bandwidth for speech |  |  |
| ***6.2 Real-time text (RTT) functionality*** | Heading cell – no response required | Heading cell – no response required |
| 6.2.1.1 RTT communication | Not applicable |   |
| 6.2.1.2 Concurrent voice and text | Not applicable |   |
| 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*** | Heading cell – no response required | Heading cell – no response required |
| ***6.5.1 General (informative)*** | Heading cell – no response required | Heading cell – no response required |
| 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 (advisory only)*** | Advisory – no response required | Advisory – no response required |

### Chapter 7: [ICT with Video Capabilities](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%22%20%5Cl%20%22%5B%7B%22num%22%3A70%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Blackboard Collaborate does not natively provide video capabilities.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***7.1 Caption processing technology*** | Heading cell – no response required | Heading cell – no response required |
| 7.1.1 Captioning playback | Not applicable |  |
| 7.1.2 Captioning synchronization | Not applicable |  |
| 7.1.3 Preservation of captioning | Not applicable |  |
| 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 |  |

### Chapter 8: [Hardware](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%22%20%5Cl%20%22%5B%7B%22num%22%3A74%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Blackboard Collaborate is not a hardware product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***8.1.1 Generic requirements*** | Heading cell – no response required | Heading cell – no response required |
| 8.1.2 Standard connections | Not applicable |   |
| 8.1.3 Colour | Not applicable |  |
| ***8.2 Hardware products with speech output*** | Heading cell – no response required | Heading cell – no response required |
| 8.2.1.1 Speech volume range | Not applicable |  |
| 8.2.1.2 Incremental volume control | Not applicable |  |
| 8.2.2.1 Fixed-line devices | Not applicable |  |
| 8.2.2.2 Wireless communication devices | Not applicable |  |
| ***8.3 Physical access to ICT*** | Heading cell – no response required | Heading cell – no response required |
| 8.3.2.1 Change in level | Not applicable |  |
| 8.3.2.2 Clear floor or ground space | Not applicable |  |
| 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 |  |
| 8.3.3.1.1 Unobstructed high forward reach | Not applicable |  |
| 8.3.3.1.2 Unobstructed low forward reach | Not applicable |  |
| 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 |  |
| 8.3.3.2.1 Unobstructed high side reach | Not applicable |  |
| 8.3.3.2.2 Unobstructed low side reach | Not applicable |  |
| 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*** | Heading cell – no response required | Heading cell – no response required |
| 8.4.1 Numeric keys | Not applicable |  |
| 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 |  |

### Chapter 9: [Web](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A113%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

See the WCAG 2.x Report section.

### Chapter 10: [Non-web Documents](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A127%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

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

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***10.0 General*** | Heading cell – no response required | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3 | See WCAG 2.x Report | See WCAG 2.x Report |
| 10.5 Caption positioning | Not applicable |  |
| 10.6 Audio description timing | Not applicable |  |

### Chapter 11: [Software](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A149%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Blackboard Collaborate is a web application, not a software product. However, the web application includes some authoring functionality, hence Software 11.8 Authoring Tools applies to this product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***11.0 General*** | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x Report | See WCAG 2.x Report |
| ***11.5 Interoperability with assistive technology*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.1 Closed functionality (informative)*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2 Accessibility services*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2.1 Platform accessibility service support for software that provides a user interface*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| ***11.5.2.2 Platform accessibility service support for assistive technologies*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services | Not applicable |  |
| 11.5.2.4 Assistive technology | Not applicable |  |
| 11.5.2.5 Object information | Not applicable |  |
| 11.5.2.6 Row, column, and headers | Not applicable |  |
| 11.5.2.7 Values | Not applicable |  |
| 11.5.2.8 Label relationships | Not applicable |  |
| 11.5.2.9 Parent-child relationships | Not applicable |  |
| 11.5.2.10 Text | Not applicable |  |
| 11.5.2.11 List of available actions | Not applicable |  |
| 11.5.2.12 Execution of available actions | Not applicable |  |
| 11.5.2.13 Tracking of focus and selection attributes | Not applicable |  |
| 11.5.2.14 Modification of focus and selection attributes | Not applicable |  |
| 11.5.2.15 Change notification | Not applicable |  |
| 11.5.2.16 Modifications of states and properties | Not applicable |  |
| 11.5.2.17 Modifications of values and text | Not applicable |  |
| ***11.6 Documented accessibility usage*** | Heading cell – no response required | Heading cell – no response required |
| 11.6.1 User control of accessibility features | Not applicable |  |
| 11.6.2 No disruption of accessibility features | Not applicable |  |
| 11.7 User preferences | Not applicable |  |
| ***11.8 Authoring tools*** | Heading cell – no response required | Heading cell – no response required |
| ***11.8.1 Content technology*** | Heading cell – no response required | Heading cell – no response required |
| 11.8.2 Accessible content creation (if not authoring tool, enter “not applicable”) | See WCAG 2.x Report | See WCAG 2.x Report |
| 11.8.3 Preservation of accessibility information in transformations | Not applicable |  |
| 11.8.4 Repair assistance | Not applicable |  |
| 11.8.5 Templates | Not applicable |  |
| ***11.0 General*** | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x Report | See WCAG 2.x Report |
| ***11.5 Interoperability with assistive technology*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.1 Closed functionality (informative)*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2 Accessibility services*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2.1 Platform accessibility service support for software that provides a user interface*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| ***11.5.2.2 Platform accessibility service support for assistive technologies*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services | Not applicable |  |
| 11.5.2.4 Assistive technology | Not applicable |  |
| 11.5.2.5 Object information | Not applicable |  |
| 11.5.2.6 Row, column, and headers | Not applicable |  |
| 11.5.2.7 Values | Not applicable |  |
| 11.5.2.8 Label relationships | Not applicable |  |
| 11.5.2.9 Parent-child relationships | Not applicable |  |
| 11.5.2.10 Text | Not applicable |  |
| 11.5.2.11 List of available actions | Not applicable |  |
| 11.5.2.12 Execution of available actions | Not applicable |  |
| 11.5.2.13 Tracking of focus and selection attributes | Not applicable |  |
| 11.5.2.14 Modification of focus and selection attributes | Not applicable |  |
| 11.5.2.15 Change notification | Not applicable |  |
| 11.5.2.16 Modifications of states and properties | Not applicable |  |
| 11.5.2.17 Modifications of values and text | Not applicable |  |
| ***11.6 Documented accessibility usage*** | Heading cell – no response required | Heading cell – no response required |
| 11.6.1 User control of accessibility features | Not applicable |  |
| 11.6.2 No disruption of accessibility features | Not applicable |  |
| 11.7 User preferences | Not applicable |  |
| ***11.8 Authoring tools*** | Heading cell – no response required | Heading cell – no response required |
| ***11.8.1 Content technology*** | Heading cell – no response required | Heading cell – no response required |
| 11.8.2 Accessible content creation (if not authoring tool, enter “not applicable”) | See WCAG 2.x Report | See WCAG 2.x Report |
| 11.8.3 Preservation of accessibility information in transformations | Not applicable |  |
| 11.8.4 Repair assistance | Not applicable |  |
| 11.8.5 Templates | Not applicable |  |
| ***11.0 General*** | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x Report | See WCAG 2.x Report |
| ***11.5 Interoperability with assistive technology*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.1 Closed functionality (informative)*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2 Accessibility services*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2.1 Platform accessibility service support for software that provides a user interface*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| ***11.5.2.2 Platform accessibility service support for assistive technologies*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services | Not applicable |  |
| 11.5.2.4 Assistive technology | Not applicable |  |
| 11.5.2.5 Object information | Not applicable |  |
| 11.5.2.6 Row, column, and headers | Not applicable |  |
| 11.5.2.7 Values | Not applicable |  |
| 11.5.2.8 Label relationships | Not applicable |  |
| 11.5.2.9 Parent-child relationships | Not applicable |  |
| 11.5.2.10 Text | Not applicable |  |
| 11.5.2.11 List of available actions | Not applicable |  |
| 11.5.2.12 Execution of available actions | Not applicable |  |
| 11.5.2.13 Tracking of focus and selection attributes | Not applicable |  |
| 11.5.2.14 Modification of focus and selection attributes | Not applicable |  |
| 11.5.2.15 Change notification | Not applicable |  |
| 11.5.2.16 Modifications of states and properties | Not applicable |  |
| 11.5.2.17 Modifications of values and text | Not applicable |  |
| ***11.6 Documented accessibility usage*** | Heading cell – no response required | Heading cell – no response required |
| 11.6.1 User control of accessibility features | Not applicable |  |
| 11.6.2 No disruption of accessibility features | Not applicable |  |
| 11.7 User preferences | Not applicable |  |
| ***11.8 Authoring tools*** | Heading cell – no response required | Heading cell – no response required |
| ***11.8.1 Content technology*** | Heading cell – no response required | Heading cell – no response required |
| 11.8.2 Accessible content creation (if not authoring tool, enter “not applicable”) | Supports | The Blackboard Collaborate web application provides functionality for authors to create semantic content, such as headings and lists. |
| 11.8.3 Preservation of accessibility information in transformations | Not applicable |  |
| 11.8.4 Repair assistance | Does not support | The Blackboard Collaborate web application does not prompt for text alternatives when adding components to the whiteboard. |
| 11.8.5 Templates | Not applicable |  |

### Chapter 12: [Documentation and Support Services](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A187%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***12.1 Product documentation*** | Heading cell – no response required | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features | Supports | The documentation for Blackboard Collaborate lists and explains the [accessibility and compatibility features](https://help.blackboard.com/Accessibility) of the product online. |
| 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*** | Heading cell – no response required | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | Not applicable | Blackboard Collaborate does not offer support services. |
| 12.2.3 Effective communication | Partially supports | Support services for Blackboard Collaborate 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. |

### Chapter 13: [ICT Providing Relay or Emergency Service Access](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A191%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

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

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| ***13.1.1 General (Informative)*** | Heading cell – no response required | Heading cell – no response required |
| 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 |  |
| 13.3 Access to emergency services | Not applicable |  |

## Legal disclaimer

The information provided in this document is for informational purposes only. Statements regarding Blackboard’s product development initiatives, including new products and future product upgrades, updates or enhancements represent our current intentions, but may be modified, delayed or abandoned without prior notice and there is no assurance that such offering, upgrades, updates or functionality will become available unless and until they have been made generally available to our customers.

1. \* “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI) [↑](#footnote-ref-1)