Blackboard Web Community Manager Accessibility Conformance Report

VPAT® Version 2.4 (Revised)

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| Name of product/version: | Blackboard Web Community Manager |
| Product description: | Web application |
| Report date: | 08 September 2020 |
| Contact information | Elizabeth Simister, Product Accessibility Manager, [accessibility@blackboard.com](mailto:accessibility@blackboard.com) |
| Notes | The accessibility of the Web Community Manager product is based on two parts, the “apps” and the template. The issues found during this audit reflect testing of both of these parts. It is also important to note that content editors do have the ability to control several of the issues that were found as part of this audit, such as underlining links when the content editor is used for Announcements instead of just using color alone. If you have any questions regarding the issues found in this report, please direct them toward [accessibility@blackboard.com](mailto:accessibility@blackboard.com) for clarification. |
| Evaluation methods used: | This conformance report is based on the results of an accessibility audit conducted by [The Paciello Group](https://www.paciellogroup.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: Chrome, Firefox, and Safari  Assistive technologies: Jaws, NVDA, and VoiceOver.  Accessibility testing tools: Colour Contrast Analyzer and browser developer tools. |
| 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](http://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) |

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.

### Table 1: Web Content Accessibility Guidelines (WCAG) 2.1, Level A

| 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:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Non-text content that is presented to the user does not have a text alternative that serves the equivalent purpose. These include:   * Decorative images and ASCII symbols not hidden from assistive technologies * Image-based controls with missing or inadequate text alternatives * Image-based links that do not sufficiently convey their purpose * Calendar with colored rectangles that indicate category but missing text alternatives |
| [**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:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | The web application contains no audio-only or video-only content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | The web application does not natively contain audio-only or video-only 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:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | The web application does not contain any synchronized media which would require an alternative for time-based media or audio description. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Information, structure, and relationships conveyed through presentation cannot be programmatically determined and are not available in text. These include:   * Missing or incorrect list markup * Headings misused or not identified * Form groups not semantically grouped and lacking a group label * Form labels not programmatically associated * Tables used for layout |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | The correct reading sequence of content can be programmatically determined. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | While in most cases color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, there are minor exceptions. These include:   * Links visually distinguished from their surrounding text by color alone * Calendar information conveyed through color alone * Currently selected tab in a tab widget visually 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:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | The web application does not contain any audio which plays automatically for more than 3 seconds. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | Functionality of the content is not operable through a keyboard interface. These include:   * Buttons * Links * Tab controls * Radio buttons * Calendar widget |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface. |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Not applicable | The web application does not provide keyboard shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | The web application does not feature any time limits. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | The web application contains some minor moving, blinking, scrolling or auto-updating content which does not provide any mechanisms to pause, stop, hide, or control the frequency of the update. These include:   * Carousels that auto play with no mechanism provided to stop/pause them |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | The web application does not contain anything that flashes more than three times in any one second period. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)  Also applies to:  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 | A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. These include:   * Skip link provided to bypass the main navigation |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | All pages have titles that describe their topic or purpose. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | Focusable components receive focus in an order that preserves meaning and operability, with minor exceptions. These include:   * Disclosure content that that is a few items before the disclosure control in the focus order * Invisible elements that are unnecessarily focusable * Focus not managed when content is removed/added to the screen |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | The purpose of each link cannot be determined from the link text alone or from the link text together with its programmatically determined link context. These include:   * Links with generic (e.g., “click here” or “learn more”) or insufficient link text * Links announced incorrectly by screen reader software (due to nesting links inside of links) |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Not applicable | The web application does not use multi-pointer/multi-touch interactions or path-based gestures. |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Supports | For all content that can be operated using a single point, the down-event of the pointer is not used to execute any part of the function |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Does not support | For user interface components with labels that include text or images of text, the accessible name of the component does not contain the text that is presented visually. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Not applicable | The web application does not feature functionality that can be operated by device or user motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | The human language of all pages in the web application is correctly identified. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | None of the focusable components initiates a change of context when they receive focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | Changing the setting of any user interface component does not automatically cause a change of context. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | For all input errors that are automatically detected, the items that are in error are identified and the errors are described to the user in text. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | While labels or instructions are provided for most content that requires user input, there are minor exceptions. These include:   * Controls in a form group that lack visible labels * Search field without a visual label |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | While most markup-based content does not have any parsing issues known to have an accessibility impact, there are minor exceptions. These include:   * Duplicate IDs * Improper nesting of elements |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Does not support | The name, role, state, value of interface components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including assistive technologies. These include:   * Image-based controls with missing or inadequate accessible names * Buttons without a button role * Disclosure widgets * Tab widgets * Modal dialogs * ARIA menus * Custom selects * Breadcrumbs * Untitled frames * Calendar widget * Date picker widget * Custom radio buttons * Search field with no accessible name |

### 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:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | The web application does not contain synchronized media with live audio content. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | The web application does not contain any synchronized media which would require an alternative for time-based media or audio description. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Supports | All content and functionality is presented and usable at different orientations. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Not applicable | The web application does not contain any input fields collecting information about the user. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | While most text and images of text has sufficient contrast, there are exceptions. These include:   * Footer text * Placeholder text in search fields * Main navigation links * Text overlaid on carousel images |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | While most pages in the web application allow text to be resized / zoomed up to 200% without loss of content or functionality, there are minor exceptions. These include:   * Text that overlaps and becomes difficult to read |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | All text is used to convey information rather than images of text. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Partially supports | While most of the web application can be resized to a width of 320 CSS pixels / a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions, there are exceptions. These include:   * Text that overlaps with images or other text and becomes difficult to read * Text that is completely obscured |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Partially supports | While most interface components and graphical objects have a contrast ratio of at least 3:1, there are exceptions. These include:   * Image-based controls * Text fields |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Partially supports | While most web application allows for relevant text style properties to be changed without loss of content or functionality, there are exceptions. These include:   * Element that overlaps with a link in a way that prevents it from being activated via mouse * Link that overlaps with an image and becomes difficult to read |
| [**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:  Revised Section 508 – Does not apply | Supports | Additional content that appears on hover or focus is dismissable, hoverable and persistent. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)  Also applies to:  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 | More than one way is available to locate web pages. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | While most headings and labels appropriately describe the topic or purpose of their related content, there are minor exceptions. These include:   * Form group labels |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Partially supports | While most keyboard operable user interface components provide a visible keyboard focus indicator, there are minor exceptions. These include:   * Image-based links and buttons with no visible focus indicator * Hidden items that unnecessarily receive focus |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Supports | The human language of each passage or phrase in the content can be programmatically determined. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)  Also applies to:  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 | Navigational mechanisms that are repeated on multiple pages within a set of Web pages occur in the same relative order each time they are repeated. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)  Also applies to:  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 | Components that have the same functionality within a set of pages are identified consistently. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | The web application does not contain any components expecting user input that have known suggestions for corrections. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)  Also applies to:  Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Not applicable | The web application does not contain pages that cause legal commitments or financial transactions to occur, modify or delete user-controllable data in a data storage system, or submits user test responses. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply | Not applicable | The web application does not feature status messages. |

### Table 3: Web Content Accessibility Guidelines (WCAG) 2.1, Level AAA

| 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 | Does not support | The Blackboard Web Community Manager web application does not provide the correct name, role, state, and other important accessibility information for a significant number of interface elements. |
| 302.2 With Limited Vision | Partially supports | The Blackboard Web Community Manager web application can be used with limited vision, apart from some color contrast issues, links and states being evident by color alone, carousels that auto play with no mechanism provided to pause/stop, and overlapping text that is difficult to read. |
| 302.3 Without Perception of Color | Partially supports | The Blackboard Web Community Manager web application does not rely on color perception, apart from some state indicators that are visually evident by color-alone. |
| 302.4 Without Hearing | Supports | No issues were identified that would impact this criterion. |
| 302.5 With Limited Hearing | Supports | No issues were identified that would impact this criterion. |
| 302.6 Without Speech | Partially supports | Some operability in the Blackboard Web Community Manager web application cannot be performed using keyboard alone. |
| 302.7 With Limited Manipulation | Partially supports | Some operability in the Blackboard Web Community Manager web application cannot be performed using keyboard alone. Focus order is illogical in some cases, which can require extra effort from the user to reach some components. |
| 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 | Partially supports | The Blackboard Web Community Manager web application can be used with limited language, cognitive, and learning abilities; apart from form group labels that do not accurately describe the purpose of the group and carousels that auto play with no mechanism provided to stop/pause. |

### 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 Web Community Manager 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) |  |  |
| ***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***](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) |  |  |
| 403.1 General | Not applicable |  |
| [***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) |  |  |
| 404.1 General | Not applicable |  |
| [***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) |  |  |
| 405.1 General | Not applicable |  |
| [***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) |  |  |
| 406.1 General | Not applicable |  |
| [***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) |  |  |
| 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***](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) |  |  |
| 408.2 Visibility | Not applicable |  |
| 408.3 Flashing | Not applicable |  |
| [***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) |  |  |
| 409.1 General | Not applicable |  |
| [***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) |  |  |
| 410.1 General | Not applicable |  |
| [***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) |  |  |
| 411.1 General | Not applicable |  |
| [***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) |  |  |
| ***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 |  |
| ***412.8 Legacy TTY Support*** |  |  |
| 412.8.1 TTY Connectability | Not applicable |  |
| 412.8.2 Voice and Hearing Carry Over | Not applicable |  |
| 412.8.3 Signal Compatibility | Not applicable |  |
| 412.8.4 Voice Mail and Other Messaging Systems | Not applicable |  |
| [***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) |  |  |
| 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***](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) |  |  |
| 414.1.1 Digital Television Tuners | Not applicable |  |
| 414.1.2 Other ICT | Not applicable |  |
| [***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) |  |  |
| 415.1.1 Caption Controls | Not applicable |  |
| 415.1.2 Audio Description Controls | Not applicable |  |

### 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 Web Community Manager 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) |  |  |
| 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***](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) |  |  |
| 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***](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) |  |  |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See WCAG 2.x Report | See WCAG 2.x Report |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable |  |
| 504.2.2 PDF Export | Not applicable |  |
| 504.3 Prompts | Not applicable |  |
| 504.4 Templates | Not applicable |  |

### 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 Web Community Manager lists and explains the accessibility and compatibility features of the product. |
| 602.3 Electronic Support Documentation | Partially supports | The documentation mostly complies with WCAG 2.1 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 Web Community Manager 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" \l "603-support-services)*** |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | Blackboard Web Community Manager website does not offer support services. |
| 603.3 Accommodation of Communication Needs | Partially supports | Support services for Web Community Manager website are provided via email, which may not be accessible to some users. |

## 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.