# Accessibility Conformance Report

# Revised Section 508 Edition

**VPAT**® **Version 2.3 – December 2018**

## Name of Product/Version: Ally for Websites v 1.25

## Product Description: Blackboard Ally for Websites integrates with the CMS and helps organizations gain immediate insight into how accessible the website content is and determine the best path forward to creating a more inclusive web environment.

## Date: January 31, 2019

## Contact information: Accessibility@Anthology.com

## Notes: The High Charts application has been used as the base to generate much of the content in the Ally for Websites application. Issues were discovered during testing that are specific to this tool and are noted below as specific to High Charts.

## Evaluation Methods Used: The following applications were used as part of the audit to identify potential accessibility issues:

## Desktop browsers: Firefox and Chrome

## Accessibility testing tools: Color Contrast Analyzer, browser developer tools, and aXe plugin for Browsers

## Keyboard-only testing and manual code review

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline | Included in Report |
| --- | --- |
| Web Content Accessibility Guidelines 2.0, at [*http://www.w3.org/TR/2008/REC-WCAG20-20081211/*](http://www.w3.org/TR/2008/REC-WCAG20-20081211/) | **Level A: Yes****Level AA: Yes**Level AAA: No |
| [Revised Section 508 standards](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) as published by the U.S. Access Board in the Federal Register on January 18, 2017[Corrections to the ICT Final Rule](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/corrections-to-the-ict-final-rule) as published by the US Access Board in the Federal Register on January 22, 2018 | Yes |

## 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 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

* Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
* Chapter 6 – 602.3 Electronic Support Documentation

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

### Table 1: Success Criteria, Level A

Notes: Where High Chart issues have impacted the Blackboard Ally for Website application, the issues have been called out as High Chart.

| **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)
 | Web: **Partially Supports** | Content in the charts and graphs in the Blackboard Ally for Websites reports have alternative text descriptions that accurately matches the values displayed with the exception of the accessibility status indicator icon on the Domains and Domains with this accessibility issue pages. These icons only use a title attribute to provide a text description which may not be read by some screen readers and the text description in the title attribute does not fully describe the fail, warning, or pass status of the icon. |
| [**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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain 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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain audio or video content that requires captions. |
| [**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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain video content that requires audio descriptions or media alternatives. |
| [**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)
 | Web: **Partially Supports** | Most of the content in the Blackboard Ally for Websites has been structured well using headings, lists, and labels. However, there are the following exceptions:* There is no label on the Search field on the Domains page
* The Accessibility score % value in the Accessibility score line graph is not rendered correctly to screen reader users
* Visually, the Accessibility issues, Domains, Domains with this accessibility issue appear to be data tables but have been structured as lists which may be confusing to some assistive technology users navigating this content
 |
| [**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)
 | Web: **Supports** | Interactive content in Blackboard Ally for Websites has been placed in a meaningful sequence. |
| [**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)
 | Web: **Partially Supports** | Text descriptions and other visual cues are used to provide information in the charts and graphs in the Blackboard for Ally Websites.A Partially Supports has been given as the accessibility status indicator icon on the Domains and Domains with this accessibility issue pages is not visible on the page when high-contrast settings are enabled nor does the text description in the title fully describe the fail, warning, or pass status of the icon. |
| [**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)
 | Web: **Supports** | Content generated via High Charts in the Ally for Websites application uses a combination of text and/or icons with text descriptions in addition to color to convey meaning. |
| [**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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain audio content. |
| [**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)
 | Web: **Supports** | All interactive content in]Blackboard Ally for Websites is accessible with the keyboard. |
| [**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)
 | Web: **Supports** | Keyboard focus does not become trapped when navigating Blackboard Ally for Websites. |
| [**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)
 | Web: **Supports** | Blackboard Ally for Websites does not timeout unexpectedly. |
| [**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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain 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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports** | Blackboard Ally for Websites does not contain content that flashes. |
| [**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
 | Web: **Partially Supports** | Blackboard Ally for Websites does not have blocks of navigational content. However, a Partially Supports has been given as users must navigate through each data point in the Accessibility score line graph of the Overview page before they are able to reach the next section of content. |
| [**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)
 | Web: **Supports** | The URL of Blackboard Ally for Websites does not change as users navigate from page to page, making the page title logical. |
| [**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)
 | Web: **Partially Supports** | The focus order of the content in Blackboard Ally for Websites is logical with the exception of the Export link that receives keyboard focus before the Overview and Domain tabs yet visually appears after these tabs on the Overview page. |
| [**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)
 | Web: **Supports** | Link text descriptions make sense for their purpose in Blackboard Ally for Websites. |
| [**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)
 | Web: **Supports** | The language of Blackboard Ally for Websites has been set to English. |
| [**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)
 | Web: **Supports** | Interactive elements in Blackboard Ally for Websites do not change focus unexpectedly as users navigate the pages. |
| [**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)
 | Web: **Partially Supports** | Interactive elements in Blackboard Ally for Websites do not change focus unexpectedly when enabled with the exception of the Severe tab in the Accessibility issues table that returns focus to the top of the page when activated. |
| [**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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain interactions that trigger error messages. |
| [**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)
 | Web: **Partially Supports** | Blackboard Ally for Websites does provide labels and instructions for most content with the exception of the search field on the Domains page. |
| [**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)
 | Web: **Partially Supports** | Blackboard Ally for Websites does follow correct coding practices with the exception of a role of navigation that has been used incorrectly in the pagination on the Domains with this accessibility issue pages. |
| [**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)
 | Web: **Partially Supports** | The content and interactive element in Blackboard Ally for Websites does provide name, role, and value information with the exception of the Domain tab that is not correctly associated to its tab panel. |

### Table 2: Success Criteria, Level AA

Notes: Where High Chart issues have impacted the Blackboard Ally for Website application, the issues have been called out as High Chart.

| **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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain real-time 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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain video content. |
| [**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)
 | Web: **Partially Supports** | The text content in Blackboard Ally for Websites does meets the minimum color contrast requirement of 4.5:1. However, some of the colors used for the charts and graphs using High Charts do have color contrast ratios less than the required 3:1. These are mainly those charts and graphs that use blue against the gray background. |
| [**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)
 | Web:  **Supports** | Content in Blackboard Ally for Websites can be resized to 200% without loss of functionality or content. |
| [**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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain images of text. |
| [**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
 | Web: **Supports** | Blackboard Ally for Websites provides multiple ways to retrieve information specific to Domains. |
| [**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)
 | Web: **Partially Supports** | Headings and labels have been used correctly and are unique with the exception of the Search field on the Domain page that lacks a label. |
| [**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)
 | Web: **Partially Supports** | Most interactive content in Blackboard Ally for Websites has a clear visual cue when it receives keyboard focus with the following exceptions:  |
| [**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)
 | Web: **Supports** | The entire language of Blackboard Ally for Websites has initial been set to English. |
| [**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
 | Web: **Supports** | Navigation through the content of Blackboard Ally for Websites is consistent. |
| [**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
 | Web: **Supports** | All icons used as interactive controls have been identified consistently throughout Blackboard Ally for Websites.  |
| [**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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain content that triggers error messages. |
| [**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)
 | Web: **Supports** | Blackboard Ally for Websites does not contain legal, financial or data that will trigger an irreversible error. |

### Table 3: Success Criteria, Level AAA

Notes: The product has not been evaluated against the criterion. Therefore, the table for this section has been removed.

## Revised Section 508 Report

Notes:

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

Notes: Remarks and Explanations are based on the results of compliance to WCAG 2.0 AA findings listed in the previous section of this document.

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Partially Supports | Most of the content in Blackboard Ally for Websites can be interacted with by screen reader users. However, there are the following exceptions that may cause challenges:* The lack of alternative text on the accessibility score icon
* There is no label on the Search field on the Domains page
* The Accessibility score % value in the Accessibility score line graph is not rendered correctly to screen reader users
* The structure of the Accessibility issues, Domains, Domains with this accessibility data is not in a data table
* Domain tab not correctly associated to its panel
* Keyboard focus going to the top of the page when Severe tab is activated in Accessibility issues
 |
| 302.2 With Limited Vision | Partially Supports | The content in Blackboard Ally for Websites does scale well. However, the color contrast issues in the charts and keyboard focus going to the top of the page when Severe tab is activated in Accessibility issues may cause challenges for some users. |
| 302.3Without Perception of Color | Partially Supports | Most content has alternative text descriptions or secondary visual cues to provide information with the exception of color contrast issues in the charts and the lack of the accessibility score icons on the Domain and Domains with accessibility issues pages may cause issues for some users. |
| 302.4Without Hearing | Supports | Blackboard Ally for Websites does not require hearing to interact with the reports. |
| 302.5With Limited Hearing | Supports | Blackboard Ally for Websites does not require hearing to interact with the reports. |
| 302.6Without Speech | Supports | Blackboard Ally for Websites does not require speech to interact with the reports. |
| 302.7With Limited Manipulation | Partially Supports | Most of the interactive elements in Blackboard Ally for Websites can be interacted with using the keyboard. However, the following exceptions may cause challenges for some users:* The lack of skip navigation from the Accessibility score line graph to the remaining charts
* The keyboard focus placement of the Export control before the Overview and Domain tabs although visually it follows these tabs
 |
| 302.8With Limited Reach and Strength | Supports | Blackboard Ally for Websites does not require reach or strength to interact with the reports. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Partially Supports | Most of the content in the Blackboard Ally for Websites reports is in plain text and structured in a logical way. However,  |

### Chapter 4: Hardware

Notes: Blackboard Ally for Websites is not a hardware product. Therefore, this section has been removed.

### Chapter 5: Software

Notes: The Blackboard Ally for Websites application does not contain any authoring tools or similar software behavior. Therefore, this section has been removed.

### Chapter 6: Support Documentation and Services

Notes: Additional information may be found at [the Ally for Websites Help](https://help.blackboard.com/Ally/Ally_for_Websites) page.

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| ***601.1 Scope*** | Heading cell – no response required | Heading cell – no response required |
| ***602 Support Documentation*** | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Supports | The documentation for Blackboard Ally lists and explains the accessibility and compatibility features of the product. |
| 602.3 Electronic Support Documentation | Partially supports | The documentation mostly complies with WCAG 2.0 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 Ally is provided electronically. |
| **603 Support Services** | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable | Blackboard Ally does not offer support services. |
| 603.3 Accommodation of Communication Needs | Partially supports | Support services for Blackboard Ally are provided via email and phone support, which may not be accessible to some users. |

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