

Blackboard Web Community Manager Accessibility Conformance Report

VPAT® Version 2.4 (Revised)

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
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 for clarification.
Evaluation methods used:	<p>This conformance report is based on the results of an accessibility audit conducted by The Paciello Group 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.</p> <p>The W3C Website Accessibility Conformance Evaluation Methodology (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.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <p>Desktop browsers: Chrome, Firefox, and Safari</p> <p>Assistive technologies: Jaws, NVDA, and VoiceOver.</p> <p>Accessibility testing tools: Colour Contrast Analyzer and browser developer tools.</p>
Applicable	This report covers the degree of conformance for the following

standards/guidelines

accessibility standards/guidelines:

[Web Content Accessibility Guidelines \(WCAG\) 2.0](#) Level A/AA.

[Web Content Accessibility Guidelines \(WCAG\) 2.1](#) Level A/AA.

[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

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
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not support	<p>Non-text content that is presented to the user does not have a text alternative that serves the equivalent purpose. These include:</p> <ul style="list-style-type: none"> • 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
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The web application contains no audio-only or video-only content.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p>	Not applicable	The web application does not natively contain audio-only or video-only content.

Criteria	Conformance level	Remarks and explanations
<p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not support	<p>Information, structure, and relationships conveyed through presentation cannot be programmatically determined and are not available in text. These include:</p> <ul style="list-style-type: none"> • 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
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	Supports	The correct reading sequence of content can be programmatically determined.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>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:</p> <ul style="list-style-type: none"> • 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
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Not applicable	The web application does not contain any audio which plays automatically for more than 3 seconds.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does not support	<p>Functionality of the content is not operable through a keyboard interface. These include:</p> <ul style="list-style-type: none"> Buttons Links Tab controls Radio buttons Calendar widget
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface.</p>
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Not applicable	<p>The web application does not provide keyboard shortcuts.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	<p>The web application does not feature any time limits.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p>	Partially supports	<p>The web application contains some minor moving, blinking, scrolling or auto-updating</p>

Criteria	Conformance level	Remarks and explanations
<p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>content which does not provide any mechanisms to pause, stop, hide, or control the frequency of the update. These include:</p> <ul style="list-style-type: none"> • Carousels that auto play with no mechanism provided to stop/pause them
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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	<p>A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. These include:</p> <ul style="list-style-type: none"> • Skip link provided to bypass the main navigation
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	All pages have titles that describe their topic or purpose.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>Focusable components receive focus in an order that preserves meaning and operability, with minor exceptions. These include:</p> <ul style="list-style-type: none"> 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
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does not support	<p>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:</p> <ul style="list-style-type: none"> 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)
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Not applicable	<p>The web application does not use multi-pointer/multi-touch interactions or path-based gestures.</p>
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does</p>	Supports	<p>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</p>

Criteria	Conformance level	Remarks and explanations
not apply		
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	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.
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Not applicable	The web application does not feature functionality that can be operated by device or user motion.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Changing the setting of any user interface component does not automatically cause a change of context.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Controls in a form group that lack visible labels • Search field without a visual label
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Duplicate IDs • Improper nesting of elements
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	Does not support	The name, role, state, value of interface components, or notifications of change to these items, cannot be programmatically determined

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>and is therefore not available to user agents, including assistive technologies. These include:</p> <ul style="list-style-type: none"> • 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
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Supports	All content and functionality is presented and usable at different orientations.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Not applicable	The web application does not contain any input fields collecting information about the user.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially supports	While most text and images of text has sufficient contrast, there are exceptions. These include: <ul style="list-style-type: none"> • Footer text • Placeholder text in search fields

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Main navigation links • Text overlaid on carousel images
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>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:</p> <ul style="list-style-type: none"> • Text that overlaps and becomes difficult to read
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>All text is used to convey information rather than images of text.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>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:</p> <ul style="list-style-type: none"> • Text that overlaps with images or other text and becomes difficult to read • Text that is completely obscured
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	Partially supports	<p>While most interface components and graphical objects have a contrast ratio of at least 3:1, there are</p>

Criteria	Conformance level	Remarks and explanations
<p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>		<p>exceptions. These include:</p> <ul style="list-style-type: none"> • Image-based controls • Text fields
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>While most web application allows for relevant text style properties to be changed without loss of content or functionality, there are exceptions. These include:</p> <ul style="list-style-type: none"> • 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
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Supports	<p>Additional content that appears on hover or focus is dismissable, hoverable and persistent.</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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	<p>More than one way is available to locate web pages.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p>	Partially supports	<p>While most headings and labels appropriately describe the topic or purpose of their related content, there are</p>

Criteria	Conformance level	Remarks and explanations
<p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>minor exceptions. These include:</p> <ul style="list-style-type: none"> • Form group labels
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>While most keyboard operable user interface components provide a visible keyboard focus indicator, there are minor exceptions. These include:</p> <ul style="list-style-type: none"> • Image-based links and buttons with no visible focus indicator • Hidden items that unnecessarily receive focus
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The human language of each passage or phrase in the content can be programmatically determined.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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	<p>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.</p>

Criteria	Conformance level	Remarks and explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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.
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	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) (Level AAA)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Not evaluated	
1.4.6 Contrast Enhanced (Level AAA)	Not evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not evaluated	
1.4.8 Visual Presentation (Level AAA)	Not evaluated	
1.4.9 Images of Text (No Exception Control) (Level AAA)	Not evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not evaluated	
2.2.3 No Timing (Level AAA)	Not evaluated	
2.2.4 Interruptions (Level AAA)	Not evaluated	
2.2.5 Re-authenticating (Level AAA)	Not evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Not evaluated	
2.3.2 Three Flashes (Level AAA)	Not evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not evaluated	
2.4.8 Location (Level AAA)	Not evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not evaluated	
2.4.10 Section Headings (Level AAA)	Not evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	Not evaluated	

Criteria	Conformance level	Remarks and explanations
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not evaluated	
3.1.3 Unusual Words (Level AAA)	Not evaluated	
3.1.4 Abbreviations (Level AAA)	Not evaluated	
3.1.5 Reading Level (Level AAA)	Not evaluated	
3.1.6 Pronunciation (Level AAA)	Not evaluated	
3.2.5 Change on Request (Level AAA)	Not evaluated	
3.3.5 Help (Level AAA)	Not evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not evaluated	

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Chapter 3: [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

Criteria	Conformance level	Remarks and explanations
		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](#)

Notes: Blackboard Web Community Manager is not a hardware product.

Criteria	Conformance level	Remarks and explanations
402 Closed Functionality		
<i>402.1 General</i>		
<i>402.2 Speech-Output Enabled</i>		
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	
<i>402.3 Volume</i>		
402.3.1 Private Listening	Not applicable	
402.3.2 Non-private Listening	Not applicable	
402.4 Characters on Display Screens	Not applicable	
402.5 Characters on Variable Message Signs	Not applicable	
403 Biometrics		
403.1 General	Not applicable	
404 Preservation of Information Provided for Accessibility		
404.1 General	Not applicable	
405 Privacy		
405.1 General	Not applicable	
406 Standard Connections		
406.1 General	Not applicable	

Criteria	Conformance level	Remarks and explanations
<u>407 Operable Parts</u>		
407.2 Contrast	Not applicable	
<i>407.3 Input Controls</i>		
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	
<i>407.8 Reach Height and Depth</i>		
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	Not applicable	

Criteria	Conformance level	Remarks and explanations
under ICT with Obstructed Forward Reach		
<u>408 Display Screens</u>		
408.2 Visibility	Not applicable	
408.3 Flashing	Not applicable	
<u>409 Status Indicators</u>		
409.1 General	Not applicable	
<u>410 Color Coding</u>		
410.1 General	Not applicable	
<u>411 Audible Signals</u>		
411.1 General	Not applicable	
<u>412 ICT with Two-Way Voice Communication</u>		
<u>412.2 Volume Gain</u>		
412.2.1 Volume Gain for Wireline Telephones	Not applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	
<u>412.3 Interference Reduction and Magnetic Coupling</u>		
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	
<u>412.8 Legacy TTY Support</u>		
412.8.1 TTY Connectability	Not applicable	

Criteria	Conformance level	Remarks and explanations
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	
<u>413 Closed Caption Processing Technologies</u>		
413.1.1 Decoding and Display of Closed Captions	Not applicable	
413.1.2 Pass-Through of Closed Caption Data	Not applicable	
<u>414 Audio Description Processing Technologies</u>		
414.1.1 Digital Television Tuners	Not applicable	
414.1.2 Other ICT	Not applicable	
<u>415 User Controls for Captions and Audio Descriptions</u>		
415.1.1 Caption Controls	Not applicable	
415.1.2 Audio Description Controls	Not applicable	

Chapter 5: [Software](#)

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		
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	Not applicable	

Criteria	Conformance level	Remarks and explanations
Cursor		
502.3.14 Event Notification	Not applicable	
502.4 Platform Accessibility Features	Not applicable	
<u>503 Applications</u>		
503.2 User Preferences	Not applicable	
503.3 Alternative User Interfaces	Not applicable	
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	
<u>504 Authoring Tools</u>		
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](#)

Notes:

Criteria	Conformance level	Remarks and explanations
601.1 Scope		
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		
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

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