

Voluntary Product Accessibility Template (VPAT)® 2.2

Project Name:	Blackboard Ally
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Blackboard Ally Accessibility Conformance Report

VPAT® 2.2 Version 1.0

Name of product/version:	Blackboard Ally
Product description:	Web application
Date:	1 March 2019
Contact information	Elizabeth Simister (Elizabeth.Simister@blackboard.com)
Notes	<p>Blackboard Ally is a Learning Management System (LMS) agnostic application. Therefore, users may encounter accessibility issues in the Learning Management System before reaching the integrated Ally functionality. One such example of a possible accessibility issue is with the modal dialog that's provided by Blackboard Learn 9.1 to launch the Ally institutional report that allows users to navigate into the Learn 9.1 application while the report is open. LMS accessibility issues should be reported to the Product Accessibility Manager for further review and follow-up.</p>
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, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.0.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none">• Desktop browsers: Internet Explorer, Firefox, Safari and Chrome.• Assistive technologies: Jaws and VoiceOver.• Accessibility testing tools: Color Contrast Analyser and browser developer tools.
Applicable standards/guidelines	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none">• Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA.• Revised Section 508.

Terminology

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

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

Section 508 Chapter 1: Application and Administration

This accessibility conformance report is based on the [Revised 508 Standards](#) which incorporates [WCAG 2.0](#) by reference.

Section 508 Chapter 2: Scoping Requirements

As Blackboard Ally is a web application, the following standards specifically apply:

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

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

WCAG 2.0 Report

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

Notes:

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Supports	The Blackboard Ally web application provides text alternatives for non-text items.
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	The Blackboard Ally web application does not natively contain audio and video content, but content creators may upload files with captions, audio description, and transcripts.
1.2.2 Captions (Prerecorded)	Supports	The Blackboard Ally web application does not natively contain audio content, but content creators may upload prerecorded audio-only content with captions.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	The Blackboard Ally web application does not natively contain video content, but content creators may upload

Criteria	Conformance level	Remarks and explanations
		prerecorded video-only content with audio descriptions or a media alternative.
1.3.1 Info and Relationships	Partially supports	<p>The Blackboard Ally web application exposes most semantics, with the following exceptions:</p> <ul style="list-style-type: none"> • The data tables provided as fallback content for graphs on the report overview screen do not expose the tabular structure. • The graph data points provide percentages for columns, but not the meaning of the percentage.
1.3.2 Meaningful Sequence	Supports	The correct reading sequence is meaningful throughout the Blackboard Ally web application.
1.3.3 Sensory Characteristics	Supports	The Blackboard Ally web application does not rely on sensory characteristics for instructions.
1.4.1 Use of Color	Supports	The Blackboard Ally web application does not rely on color-alone to convey information.
1.4.2 Audio Control	Not applicable	The Blackboard Ally web application does not have audio content.
2.1.1 Keyboard	Partially supports	<p>All functionality is operable using the keyboard-alone in the Blackboard Ally web application with the following exception:</p> <ul style="list-style-type: none"> • The “Without Ally” and “With Ally” buttons that toggle graph visibility on the report overview screen are not reachable or operable using the keyboard. These buttons are the standard “Highcharts”

Criteria	Conformance level	Remarks and explanations
		graph library behavior for enabling/disabling data series in the chart.
2.1.2 No Keyboard Trap	Supports	The Blackboard Ally web application does not cause a keyboard trap.
2.2.1 Timing Adjustable	Supports	The Blackboard Ally web application warns the user when a timeout is about to occur, and provides the user an opportunity to extend the timeout.
2.2.2 Pause, Stop, Hide	Supports	The Blackboard Ally web application does not contain content that blinks, scrolls, or updates regularly.
2.3.1 Three Flashes or Below Threshold	Supports	The Blackboard Ally web application does not have flashing content.
2.4.1 Bypass Blocks	Partially supports	Most parts of the Blackboard Ally web application avoid the need for a mechanism to skip repetitive content, with the following exception: <ul style="list-style-type: none"> Some graphs in the report overview have a lot of data points that are included in the keyboard tab order, without a mechanism to bypass the graphs.
2.4.2 Page Titled	Not applicable	Page titles for the Blackboard Ally web application are governed by the host learning management system.
2.4.3 Focus Order	Supports	The Blackboard Ally web application has a meaningful focus order.
2.4.4 Link Purpose (In Context)	Supports	The Blackboard Ally web application has meaningful link phrases.

Criteria	Conformance level	Remarks and explanations
3.1.1 Language of Page	Supports	The Blackboard Ally web application identifies the default language on every page.
3.2.1 On Focus	Supports	The Blackboard Ally web application does not cause a change of context on focus.
3.2.2 On Input	Supports	The Blackboard Ally web application does not cause an unexpected change of context when interacting with elements.
3.3.1 Error Identification	Supports	If an input error is detected in the Blackboard Ally web application, the error is described to the user in text.
3.3.2 Labels or Instructions	Partially supports	The Blackboard Ally web application provides labels and instructions where necessary for form controls, with the following exceptions: <ul style="list-style-type: none"> • The search edit field is labeled using a placeholder value, which is removed when the user enters data leaving no visible label.
4.1.1 Parsing	Partially supports	The Blackboard Ally web application has some minor parsing errors, but nothing that affects accessibility.
4.1.2 Name, Role, Value	Partially supports	The Blackboard Ally web application provides the correct name, role, state, and other important accessibility information for most form controls, with some exceptions, including: <ul style="list-style-type: none"> • Some form controls are not labeled correctly. • Some dialogs do not have a dialog role, or other relevant properties for dialogs.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none">• Some feedback is not announced to screen readers when content is updated.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live)	Not applicable	The Blackboard Ally web application does not have live audio content.
1.2.5 Audio Description (Prerecorded)	Supports	The Blackboard Ally web application does not natively contain video content, but content creators may upload prerecorded video-only content with audio descriptions.
1.4.3 Contrast (Minimum)	Supports	The Blackboard Ally web application has sufficient contrast between the foreground and background colors.
1.4.4 Resize text	Supports	Text is resizable to 200% throughout the Blackboard Ally web application without a loss of content or functionality.
1.4.5 Images of Text	Partially supports	The Blackboard Ally web application does not contain images of text with the following exception: <ul style="list-style-type: none"> The “Without Ally” and “With Ally” toggle buttons on the report overview page are images of text. These buttons are the standard “Highcharts” graph library behavior for enabling/disabling data series in the chart.
2.4.5 Multiple Ways	Supports	The Blackboard Ally web application has multiple ways of locating screens in the application.

Criteria	Conformance level	Remarks and explanations
2.4.6 Headings and Labels	Supports	Headings and labels are descriptive throughout the Blackboard Ally web application with the following exception.
2.4.7 Focus Visible	Partially supports	The Blackboard Ally web application has a visible indication of focus throughout, with the following exception: <ul style="list-style-type: none"> Focus indication is missing from the Group Report By dropdown menu control in Chrome.
3.1.2 Language of Parts	Supports	The Blackboard Ally web application identifies changes in the language.
3.2.3 Consistent Navigation	Supports	The Blackboard Ally web application has a consistent navigation mechanism.
3.2.4 Consistent Identification	Supports	The Blackboard Ally web application components are identified consistently.
3.3.3 Error Suggestion	Not applicable	There are no known suggestions for correction when errors are detected in the Blackboard Ally web application.
3.3.4 Error Prevention (Legal, Financial, Data)	Not applicable	The Blackboard Ally web application does not have legal commitments or financial transaction.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AAA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.6 Sign Language (Prerecorded)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded)	Not evaluated	
1.2.8 Media Alternative (Prerecorded)	Not evaluated	
1.2.9 Audio-only (Live)	Not evaluated	
1.4.6 Contrast Enhanced	Not evaluated	
1.4.7 Low or No Background Audio	Not evaluated	
1.4.8 Visual Presentation	Not evaluated	
1.4.9 Images of Text (No Exception) Control	Not evaluated	
2.1.3 Keyboard (No Exception)	Not evaluated	
2.2.3 No Timing	Not evaluated	
2.2.4 Interruptions	Not evaluated	
2.2.5 Re-authenticating	Not evaluated	
2.3.2 Three Flashes	Not evaluated	
2.4.8 Location	Not evaluated	
2.4.9 Link Purpose (Link Only)	Not evaluated	
2.4.10 Section Headings	Not evaluated	
3.1.3 Unusual Words	Not evaluated	
3.1.4 Abbreviations	Not evaluated	
3.1.5 Reading Level	Not evaluated	
3.1.6 Pronunciation	Not evaluated	
3.2.5 Change on Request	Not evaluated	
3.3.5 Help	Not evaluated	
3.3.6 Error Prevention (All)	Not evaluated	

Section 508 Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Partially supports	The Blackboard Ally web application provides the correct name, role, state, and other important accessibility information for most interface elements.
302.2 With Limited Vision	Partially supports	The Blackboard Ally web application can be used with limited vision, with some color contrast issues and an instance of an image of text.
302.3 Without Perception of Color	Supports	The Blackboard Ally web application can be used without color perception.
302.4 Without Hearing	Supports	The Blackboard Ally web application does not natively contain Audio and Video files, but content creators may upload files with captions, audio description, and transcripts.
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially supports	The Blackboard Ally web application is usable by people with limited manipulation, apart from the “Without Ally” and “With Ally” buttons that toggle graph visibility on the report overview screen that are not reachable or operable using the keyboard. These buttons are the standard “Highcharts” graph library behavior for enabling/disabling data series in the chart.

Criteria	Conformance level	Remarks and explanations
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Support	

Section 508 Chapter 4: Hardware

Notes: Blackboard Ally 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	
407 Operable Parts		
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	

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

Criteria	Conformance level	Remarks and explanations
412.3.1 Wireless Handsets	Not applicable	
412.3.2 Wireline Handsets	Not applicable	
412.4 Digital Encoding of Speech	Not applicable	
412.5 Real-Time Text Functionality	Not applicable	
412.6 Caller ID	Not applicable	
412.7 Video Communication	Not applicable	
413 Closed Caption Processing Technologies		
413.1.1 Decoding and Display of Closed Captions	Not applicable	
413.1.2 Pass-Through of Closed Caption Data	Not applicable	
414 Audio Description Processing Technologies		
414.1.1 Digital Television Tuners	Not applicable	
414.1.2 Other ICT	Not applicable	
415 User Controls for Captions and Audio Descriptions		
415.1.1 Caption Controls	Not applicable	
415.1.2 Audio Description Controls	Not applicable	

Section 508 Chapter 5: Software

Notes: Blackboard Ally 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	Refer to the WCAG 2.0 section.	Refer to the WCAG 2.0 section.
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not applicable	
502.2.2 No Disruption of Accessibility Features	Not applicable	
<i>502.3 Accessibility Services</i>		
502.3.1 Object Information	Not applicable	
502.3.2 Modification of Object Information	Not applicable	
502.3.3 Row, Column, and Headers	Not applicable	
502.3.4 Values	Not applicable	
502.3.5 Modification of Values	Not applicable	
502.3.6 Label Relationships	Not applicable	
502.3.7 Hierarchical Relationships	Not applicable	
502.3.8 Text	Not applicable	
502.3.9 Modification of Text	Not applicable	
502.3.10 List of Actions	Not applicable	
502.3.11 Actions on Objects	Not applicable	
502.3.12 Focus Cursor	Not applicable	
502.3.13 Modification of Focus Cursor	Not applicable	
502.3.14 Event Notification	Not applicable	
502.4 Platform Accessibility Features	Not applicable	
503 Applications		
503.2 User Preferences	Not applicable	
503.3 Alternative User Interfaces	Not applicable	
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Not applicable	

Criteria	Conformance level	Remarks and explanations
503.4.2 Audio Description Controls	Not applicable	
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Supports	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	
504.2.2 PDF Export	Supports	
504.3 Prompts	Supports	
504.4 Templates	Not applicable	

Section 508 Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance level	Remarks and explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	The documentation for Blackboard 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		
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, 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.