Blackboard Web Community Manager
WCAG 2.0 Support Statement
February 2016

Blackboard
February 2016

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Overview

The following Support Statement provides an evaluation of accessibility support levels for Blackboard's Web Community Manager based on the W3C Web Content Accessibility Guidelines (WCAG) 2.0. The information contained within this Support Statement is the result of a third-party performing an independent audit. The report does not assert conformance as per the WCAG, rather an indication of *support levels* per checkpoint (i.e., Supports, Supports with Exceptions, or Does Not Support). The assessed levels are explained in the remarks column which indicates the specific features of the system that impacted the score, where applicable.

Executive Summary

Web Community Manager supports with exceptions the WCAG 2.0 requirements. It supports with exceptions the most important technical and functional accessibility needs of most disability and assistive technology types.

The problems of highest severity and frequency involve missing textual descriptions, roles, and states of custom elements and non-text elements; custom elements such as combo boxes, checkboxes, custom elements to describe teachers; users' inability to consistently navigate menus within pages; and missing visual keyboard focus and lack of keyboard access to actionable elements.

Testing Methodology

A variety of manual testing methods, object inspection, keyboard-only testing, and testing with the leading screen reader were utilized to perform this audit.

Testing Configurations for Web Community Manager

Platform	Assistive Technology	Browser
Windows 7	JAWS 17.0	IE11
Mac OS X	VoiceOver	Safari

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Support Information for WCAG 2.0 Checkpoints

Principle 1: Perceivable - Information and user interface components must be presentable to users in ways they can perceive

Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, Braille, speech, symbols or simpler language

Checkpoint	Support Level	Comments
1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A) • **Controls Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for components and content that accepts user input.) • **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) • **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.	**Does not Support**	Web Community Manager does provide text alternatives to controls with several major exceptions. These include the following: Several CSS background images (e.g., the previous and next controls) do not have alternative text. All of the languages are identified in the Translate control even when they are not visible on the page. Icon fonts do not have associated text descriptions. Submenus do not inform screen reader users when they are displayed. The expanded or collapsed state for controls is not provided. The Hamburger menu and the + icon for submenus do not have associated roles in the site's responsive mode. Several elements do not contain role or state information, including but not limited to the following: • Locations • Select a School • Mobile provider

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Checkpoint	Support Level	Comments
• **CAPTCHA:** If the purpose non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.		• The forward control on the slideshow • Page tabs like My Gadgets • Calendar events Controls, like Department, visually appear as menus but are not rendered as menus.

Guideline 1.2 Time-based Media: Provide alternatives for time-based media

Checkpoint	Support Level	Comments
1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: (Level A) • **Prerecorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • **Prerecorded Video-only:** Either an alternative for time-based media or an	**Supports with Exceptions**	Web Community Manager does not contain any prerecorded audio- or video-only presentations. Note that it is the responsibility of the authors posting audio and video presentations in the Web Community Manager application to ensure that the presentation content is accessible.

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Checkpoint	Support Level	Comments
audio track is provided that presents equivalent information for prerecorded video-only content.		
1.2.2 Captions (Pre-recorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	**Supports with Exceptions**	Web Community Manager does not contain any prerecorded audio requiring captions. Note that it is the responsibility of the authors posting audio and video presentations in the Web Community Manager application to ensure that the presentation content is accessible.
1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	**Supports with Exceptions**	Web Community Manager does not contain any prerecorded audio requiring description or media alternative. Note that it is the responsibility of the authors posting audio and video presentations in the Web Community Manager application to ensure that the presentation content is accessible.
1.2.4 Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)	**Supports with Exceptions**	Web Community Manager does not contain any live audio requiring descriptions or media alternatives. Note that it is the responsibility of the authors posting audio and video presentations in the Web Community Manager application to ensure that the presentation content is accessible.
1.2.5 Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)	**Supports with Exceptions**	Web Community Manager does not contain prerecorded video that would require audio description. Note that it is the responsibility of the authors posting audio and

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Checkpoint	Support Level	Comments
		video presentations in the Web Community Manager application to ensure that the presentation content is accessible.

Guideline 1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure

Checkpoint	Support Level	Comments
1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	**Supports with Exceptions**	Web Community Manager does support information, structure, and relationships programmatically, with the exception of the following: Several sections and dialog windows in the application use implicit headings, such as on the Class Calendar page and in the calendar dialog. The blog and podcast pages contain multiple h1 elements although those after the page topic appear visually as sub-headings. Content that is not visible on the screen receives focus when attempting to navigate through the Hamburger menu in the responsive mode. Focus is not placed in several of the opened apps dialogs, expanded sections of accordions, or in updated content on a page. The Required School Supplies table does not have an appropriately associated table header. The visually unordered and ordered lists in the Terms of Use

Checkpoint	Support Level	Comments
		do not have appropriate list structures. The password strength meter does not provide real-time updates to assistive technologies. Several form elements contain placeholder text instead of being associated with visible label elements. The date of birth fields do not appropriately associated label elements.
1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)	**Supports with Exceptions**	Web Community Manager does present content in a meaningful sequence with the exception of the following: Focus is placed on the + icon before the menu item when in responsive mode. The content in the page header is rendered after the content in the page footer.
1.3.3 Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A) Note: For requirements related to color, refer to Guideline 1.4.	**Not applicable**	Web Community Manager does not rely on sensory characteristics alone to provide understanding of content.

Guideline 1.4 Distinguishable: Make it easier for users to see and hear content, including separating foreground from background

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Checkpoint	Support Level	Comments
1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A) Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.	**Supports with Exceptions**	Web Community Manager does not rely on color alone to convey information, with the following exceptions: Required fields have a red rectangle appear around them when they receive focus. Some templates use color to denote active menu items.
1.4.2 Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A) Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	**Not Applicable**	Web Community Manager does not contain audio that plays automatically.
1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA) • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;	**Supports with Exceptions**	Web Community Manager does provide a color contrast ratio at or above 4.5:1 for most content in its templates. A rating of supports with exceptions is given because the default template footers have a gray text placed against black background or a light blue text placed against a dark blue background. This value

Checkpoint	Support Level	Comments
• Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.		can be customized by the client to achieve proper contrast levels.
1.4.4 Resize Text: Text (but not images of text) can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)	**Supports**	Web Community Manager can be resized 200 percent without loss of content or functionality.
1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA) • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. Note: Logotypes (text that is part of a logo or brand name) are considered essential.	**Not Applicable**	Web Community Manager does not use images of text.

Principle 2: Operable - User interface components and navigation must be operable

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Guideline 2.1 Keyboard Accessible: Make all functionality available from a keyboard

Checkpoint	Support Level	Comments
2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A) Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path dependent input but the underlying function (text input) does not. Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.	**Supports with Major Exceptions**	Web Community Manager functionality is accessible from the keyboard with the following exceptions: In responsive mode, the hamburger menu cannot be closed when assistive technology is operating. The Schoolwires icon cannot be selected from the keyboard. Applications within the Passkeys dialog window cannot be activated from the keyboard. Dialog windows and some of their child elements (e.g., Close and Submit) cannot be activated from the keyboard. Search functionality cannot be activated using the keyboard. Keyboard-only users cannot activate Translate from the keyboard. Throughout the application onClick events alone have been used with functions such as Login, Cancel, and tabs like Week. Functionality in the calendars (e.g., events and print) cannot be activated from the keyboard. Several inactive elements, like Dashboard, receive keyboard focus. Several simulated controls, like those used for combo-boxes and

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Checkpoint	Support Level	Comments
		menus cannot be activated from the keyboard.
2.1.2 No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A) Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	**Not Applicable**	Web Community Manager does not cause focus to become trapped in components.

Guideline 2.2 Enough Time: Provide users enough time to read and use content

Checkpoint	Support Level	Comments
2.2.1 Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: (Level A) • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or	**Not Applicable**	Web Community Manager does not require users to complete tasks that are timed.

Checkpoint	Support Level	Comments
• Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. Note 1: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1 which puts limits on changes of content or context as a result of user action.		
2.2.2 Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A) • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is	**Not Applicable**	Web Community Manager does not contain content that moves, blinks, scrolls, or auto-updates.

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Checkpoint	Support Level	Comments
presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. Note 1: For requirements related to flickering or flashing content, refer to Guideline 2.3. Note 2: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. Note 3: Content that is updated periodically by software, or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many		

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Checkpoint	Support Level	Comments
situations could be misleading to do so. Note 4: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.		

Guideline 2.3 Seizures: Do not design content in a way that is known to cause seizures

Checkpoint	Supports Level	Comments
2.3.1 Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A) Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	**Not Applicable**	Web Community Manager does not contain content that flashes.

Guideline 2.4 Navigable: Provide ways to help users navigate, find content and determine where they are

Checkpoint	Supports Level	Comments
2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated	**Supports with Exceptions**	Skip navigation links within the Web Community Manager website are provided before the top

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Checkpoint	Supports Level	Comments
on multiple Web pages. (Level A)		repetitive navigation controls in all pages. However, a rating of Supports with Exceptions is assigned because the skip link is broken on some pages.
2.4.2 Page Titled: Web pages have titles that describe topic or purpose. (Level A)	**Supports**	Web Community Manager contains page titles with the name of the section that the user is working in.
2.4.3 Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)	**Supports with Exceptions**	Web Community Manager does provide focus to controls in a sequential manner with the following exceptions: Screen reader users are unable to navigate to the submenu items. Users are able to navigate to content behind dialog windows. Focus does not return to the control from which the dialog window was opened. Programmatic focus is not set in error fields when the error dialog window is closed. Focus does not follow a logical tab order on the dashboard page.
2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone, or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)	**Supports with Exceptions**	Web Community Manager link purposes can be determined by the text alone with the following exceptions: The rating stars do not provide alternative text. The links that spawn dialogs do not indicate that dialogs are opened in a textual manner.

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Checkpoint	Supports Level	Comments
2.4.5 Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)	**Supports**	Web Community Manager does provide more than one way to locate a web page.
2.4.6 Headings and Labels: Headings and labels describe topic or purpose. (Level AA)	**Supports**	Web Community Manager headings and labels are unique.
2.4.7 Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)	**Supports with Exceptions**	Web Community Manager does have a visible keyboard focus with the following exceptions: Actionable elements in the My View and Post Comments dialogs do not provide visual cues when they receive keyboard focus. The Contact Us control does not have a visible indication of focus when it receives keyboard focus.

Principle 3: Understandable - Information and the operation of user interface must be understandable

Guideline 3.1 Readable: Make text content readable and understandable

Checkpoint	Support Level	Comments
3.1.1 Language of Page: The default human language of each Web page can be programmatically determined. (Level A)	**Supports**	Web Community Manager does have a default language set.
3.1.2 Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the	**Supports with Exceptions**	Web Community Manager content is understandable with the exception that, when translated, the default language is not set to the translated language.

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Checkpoint	Support Level	Comments
vernacular of the immediately surrounding text. (Level AA)		

Guideline 3.2 Predictable: Make Web pages appear and operate in predictable ways

Checkpoint	Support Level	Comments
3.2.1 On Focus: When any component receives focus, it does not initiate a change of context. (Level A)	**Supports**	Web Community Manager does not initiate a change of context when a component receives focus.
3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)	**Supports with Exceptions**	Web Community Manager does not automatically cause a change of context without notifying the user of the behavior.

Exceptions occur when navigating to simulated dialogs. Screen reader users are not informed that a dialog would be invoked when activating any specific element on the page. |
| **3.2.3 Consistent Navigation:** Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA) | **Supports** | Web Community Manager provides a consistent navigation. |
| **3.2.4 Consistent Identification:** Components that have the same functionality within a set of Web pages are identified consistently. (Level AA) | **Supports** | Web Community Manager does identify components consistently. While the website may include templates with different components for different schools, the main navigation content remains mostly consistent. |

Guideline 3.3 Input Assistance: Help users avoid and correct mistakes

Checkpoint	Support Level	Comments
3.3.1 Error Identification: If an input error is automatically	**Does not Support**	Web Community Manager places error messages below the

Checkpoint	Support Level	Comments
detected, the item that is in error is identified and the error is described to the user in text. (Level A)		associated field in errors, which prevents screen readers from automatically detecting the messages.
3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)	**Supports with Exceptions**	Web Community Manager does provide instructive text for most fields, with the exceptions that the instructions date of birth field on the registration is not displayed before the fields.
3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)	**Not Applicable**	Web Community Manager does not provide in-line validation for user errors.
3.3.4 Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA) • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	**Not Applicable**	Web Community Manager does not contain legal or financial data.

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Principle 4: Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies

Guideline 4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies

Checkpoint	Support Level	Comments
4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A) Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.	**Supports**	Web Community Manager has complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A) Note: This success criterion is primarily for Web developers who develop or script their own user interface components. For example, standard HTML components already meet this	**Does not Support**	Web Community Manager controls do provide native information about name, role, and value for some controls. However, custom controls require specific identification. The lack of name, role and value are described in the following: Tab elements do not announce a role of tab to users. Screen readers do not announce submenu items with roles of menu. The menu controls in normal and responsive modes are not identified as having associated menus. Controls that visually appear and behave as combo-boxes do not contain a role.

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Checkpoint	Support Level	Comments
success criterion when used according to specification.		The states of expanded or collapsed are not communicated. The controls in the Passkey dialog do not contain roles. The event controls in the calendars do not have roles. The form fields associated with Date of Birth do not have labels. The clear search control is not represented as a button or link. The controls that allow users to navigate slideshows do not have appropriate roles. Placeholder text has been used on several edit fields in place of visible labels. The strength meter associated with the password and change password fields does not provide real time values to assistive technology users.

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