Anthology Blackboard

Accessibility Conformance Report
International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Anthology Blackboard (4000.1)

Audit Period: August 2025

Publication Date: November 2025

Product Description: Blackboard is a Learning Management System for instructors and students.

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Evaluation Methods Used: This conformance report is based on the results of an accessibility audit performed internally by an Anthology Accessibility Tester, who is a Web Accessibility Specialist (WAS) certified by the International Association of Accessibility Professionals (IAAP). The audit was conducted on a representative sample of user flows, features, and components to assess conformance to the Web Content Accessibility Guidelines (WCAG) 2.2, Revised Section 508, and EN 301 549. The testing included a representative sample of workflows for instructors and students using the Ultra user experience and used a combination of manual and automated tools and techniques, and assistive technology. The tools and applications utilized throughout testing include NVDA, Google Chrome, Axe Dev Tools, WebAim's Contrast Checker, browser inspection tools, and Stylus browser extension.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

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	Level A and AA
Web Content Accessibility Guidelines 2.1	Level A and AA
Web Content Accessibility Guidelines 2.2	Level A and AA
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	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 only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.2 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.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product provides sufficient text alternatives for all instances of non-text content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product does not contain any prerecorded audio or video. Users may supplement any audio-only or video-only content they upload with alternatives for time-based media or an audio track.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product does not contain any prerecorded audio or video. Where users can record synchronized media, such as in announcements or in feedback, captions and transcripts are provided. Users can also upload prerecorded content in any other area where a file can be uploaded. Users may supplement this prerecorded content with a transcript or embed captions in the uploaded video file.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product does not contain any prerecorded audio or video. Users may supplement any prerecorded content they upload with alternatives for time-based media or an audio description.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software)	Supports	All information, structure, and relationships conveyed visually can be programmatically determined or are available in text.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Supports with the following exceptions: • When navigating the page with a screen reader, the progress tracking status tooltips are not always automatically announced by the screen reader. • Some documents that are created within the product skip heading levels.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	Instructions do not rely solely on sensory characteristics.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product's content and functionality do not convey information through color alone.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product does not contain audio that plays automatically.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software)	Partially supports	Supports with the following exceptions: • There are several tooltips that are not navigable by keyboard, including the tooltip that appears over the course name in the Course

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Schedule tool, as well as the one that appears over the progress tracking completion bar. • The expanded image page cannot be scrolled using the up and down arrow keys. This can prevent users who rely on the keyboard alone to navigate the page from scrolling to see the entire image depending on image size. • The tooltip that appears over the "i" icon next to a test's access code input is not navigable by keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product does not include any keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Supports	This product does not use character key shortcuts that are activated by letter, punctuation, number, or symbol characters alone.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Idle users are prompted to extend their sessions. They have approximately 5 minutes to extend their session. There is no limit to the number of times a session can be extended.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product does not include elements that move, blink, scroll, or auto-update.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software)	Supports	This product does not contain any content that flashes more than three times in any one second period.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	A link to skip the page header and main menu to go to the main content is provided.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Supports	All pages within this product have titles that describe the topic and/or purpose.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Supports with the following exceptions: • When creating a personal calendar item using the keyboard to select and/or unselect the "All Day" and "Repeat Event" checkboxes, the focus indicator disappears after either of these interactions. • The radio group in a Knowledge Check can be navigated using both the up and down arrow keys (as expected), as well as the Tab key (not expected). This may confuse or frustrate some keyboard users as it is not the expected behavior. • When the "Your submission was successful!" modal is open for a Group Assignment submission, keyboard navigation moves away from this modal after the download button. It takes another press of the Tab key to get the focus back to the X button. This also occurs on the “Submit assignment?” modal. • The focus order of the student attempts list panel for a multiple attempt assessment is not logical. After clicking the "# submitted" link, the Submission panel opens and focus first goes to the X button and then to the browser settings. • After setting the course to complete in the course settings using the keyboard, focus jumps away from this component to the

Criteria	Conformance Level	Remarks and Explanations
		heading and the user must navigate back down to their place.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The purpose of each link in this product can be determined from the link text alone or from the programmatic context of the link.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	This product does not contain any content that relies on multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool)	Supports	The functions in the product that use a single pointer are completed when the user releases the pointer.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The accessible name of each user interface component that includes a visible text label corresponds to that label text.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	This product does not have functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Supports	The default language of the product's webpage is identified using the lang attribute in the html element.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No components within this product initiate a change of context when focused.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	None of the user interface components within this product automatically cause a change of context.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	This product provides help mechanisms that are repeated on every page and occur in the same order relative to other page content.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Where errors are automatically detected, the error is identified, and an error message is provided as text.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	A label is provided for each of the input fields within this product.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	This product does not contain content that requires users to re-enter information already provided.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Supports with the following exception: • For instructors, the name pronunciation button on student cards in the Groups tab is nested within the component.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to:	Not applicable	This product does not contain live synchronized media.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There is no prerecorded multimedia content in this product. Users may supplement any prerecorded video content they upload with an audio description.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Supports	The content of the site does not restrict its view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The purpose of each input field collecting information about the user can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All visual presentation of text and images of text have a contrast ratio of at least 4.5:1.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool)	Supports	Text can be resized without assistive technology up to 200% without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product uses text instead of images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web)	Partially Supports	Supports with the following exceptions: • Some black and dark gray buttons do not meet minimum color contrast requirements with the

Criteria	Conformance Level	Remarks and Explanations
• 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		blue focus indicator. This occurs on the “Save” button on the calendar page and on the “Grade Now” button on the Gradebook Overview tab. • On the submission modal for the Import from Cloud tool, the focus indicator on the back button does not meet minimum color contrast requirements with the white background.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Supports with the following exception: • When text is spaced, a few elements on the table of contents for a Learning Module become misaligned and difficult to read, including the progress bar and the content icons and status indicator. • The multiple-choice and fill-in-the-blank question types become misaligned and harder to read when text is spaced. • Some text becomes truncated when text is spaced, including the text in the course faculty section.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Supports with the following exceptions: • The tooltips that appear on the course progress status tracker on mouse hover and keyboard hover are not hoverable or dismissible. • When the browser is zoomed to 200% on an assignment, the right panel is hidden behind an "i" icon in the header. When a mouse user hovers over this icon, a tooltip that reads "Open assignment details and information" appears. This tooltip is not hoverable or dismissible. • The keyboard controls tooltip on the image for a Hot Spot question is not hoverable or dismissible.

Criteria	Conformance Level	Remarks and Explanations
		• The tooltip that appears on the download icon in the Flexible Grading interface is not dismissible.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	This product provides more than one way to locate a webpage.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All headings and labels in the product are descriptive.
2.4.7 Focus Visible (Level AA) Also applies to:	Partially supports	Supports with the following exceptions:

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		• The blue focus indicator on the calendar picker icon is difficult to see as it is directly touching the gray outlines of the icons. • The focus indicator around the icon button that allows students to send a message to their instructor from the Course Outline is hard to see as it is directly adjacent to the black outline of the icon. This makes it difficult to tell when this icon has focus. • On the Roster page, the focus indicator disappears from the Member Information menu item that is contained in the three-dot icon on a student.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	When components within this product receive keyboard focus, they are always visible to the user.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially supports	Supports with the following exceptions in the instructor workflows: • The reorder course content button on the Course Outline page cannot be used without a dragging motion. • The options on a multiple-choice question cannot be reordered without a dragging motion.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	All pointer inputs within this product have a target size of at least 24 by 24 CSS pixels.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document)	Supports	The language of each portion of this product's webpages can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
• 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	This product provides consistent and repeatable navigation.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply	Supports	Components that have the same functionality within this product are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When an error is automatically detected within a data entry form in the site, the resulting error message provides suggestions for correction.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Supports	This product does not cause legal or financial commitments. For forms that submit actions that modify or delete user-controllable data in the data storage systems, submissions are confirmed by the user and are reversible.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	A cognitive function test is not required for any step in the authentication process. Blackboard's multi-authentication login provides the user with a key and QR code that they can use to confirm their identity with a third-party provider.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Status messages within this product can be programmatically determined by assistive technology without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Supports with the exceptions documented in the following WCAG sections: • 1.3.2 Meaningful Sequence • 2.1.1 Keyboard • 2.4.3 Focus Order • 4.1.2 Name, Role, Value
302.2 With Limited Vision	Partially Supports	Supports with the exceptions documented in the following WCAG sections: • 1.3.2 Meaningful Sequence • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.7 Focus Visible • 4.1.2 Name, Role, Value
302.3 Without Perception of Color	Supports	The operation of this product does not require user perception of color.
302.4 Without Hearing	Supports	This product does not provide an audible mode of operation.
302.5 With Limited Hearing	Supports	This product does not provide an audible mode of operation.
302.6 Without Speech	Supports	Speech is not used for input, control, or operation in any part of this product.
302.7 With Limited Manipulation	Partially Supports	Supports with the exceptions documented in the following WCAG sections: • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.7 Focus Visible • 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	This product does not require reach or strength to operate.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Supports with the exceptions documented in the following WCAG sections: • 1.3.2 Meaningful Sequence • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.7 Focus Visible • 4.1.2 Name, Role, Value

Chapter 4: Hardware

Notes: Not applicable

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.2 section	See information in WCAG 2.2 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	This product is a web application.
502.2.2 No Disruption of Accessibility Features	Not Applicable	This product is a web application.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	This product is a web application.
502.3.2 Modification of Object Information	Not Applicable	This product is a web application.
502.3.3 Row, Column, and Headers	Not Applicable	This product is a web application.
502.3.4 Values	Not Applicable	This product is a web application.
502.3.5 Modification of Values	Not Applicable	This product is a web application.
502.3.6 Label Relationships	Not Applicable	This product is a web application.
502.3.7 Hierarchical Relationships	Not Applicable	This product is a web application.
502.3.8 Text	Not Applicable	This product is a web application.
502.3.9 Modification of Text	Not Applicable	This product is a web application.

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Not Applicable	This product is a web application.
502.3.11 Actions on Objects	Not Applicable	This product is a web application.
502.3.12 Focus Cursor	Not Applicable	This product is a web application.
502.3.13 Modification of Focus Cursor	Not Applicable	This product is a web application.
502.3.14 Event Notification	Not Applicable	This product is a web application.
502.4 Platform Accessibility Features	Not Applicable	This product is a web application.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	This product is a web application.
503.3 Alternative User Interfaces	Not Applicable	This product is a web application.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	This product is a web application.
503.4.2 Audio Description Controls	Not Applicable	This product is a web application.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	Partially Supports	The product has authoring functions which enable users to publish content for courses, such as: • Documents • Assignments • Tests and quizzes The authoring functions of the product enable and prompt users to create content that conforms in most cases to WCAG 2.2 criteria. For example: • Rich text editors enable authors to create formatted HTML text and links, which are compatible with assistive technology.

Criteria	Conformance Level	Remarks and Explanations
		• When adding a photo, the product guides authors to include text alternatives. • When inserting media from the web, the product prompts the user to include alternative text. • Any content that contains form controls, such as tests and quizzes, is keyboard operable and functional with assistive technology. • Documents authored within the product are given a heading structure that is communicated to assistive technologies. However, there are some exceptions. As noted in the WCAG 2.2 Report, when authors create documents, the following accessibility issue occur in the authored HTML output: • 1.3.2 Meaningful Sequence: Some documents that are authored within the product skip heading levels and cannot be manually adjusted by the user. • 2.1.1 Keyboard: When in the expanded view, images

Criteria	Conformance Level	Remarks and Explanations
		cannot be scrolled using the up and down arrow keys. • 2.4.3 Focus Order: In a Knowledge Check, radio controls can be navigated via keyboard in more than one way, which may cause confusion for some users.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	Content that is created by the product can be saved in multiple formats. Accessibility of the content is preserved during these conversions.
504.2.2 PDF Export	Supports	PDFs that are exported from content created within the product maintain accessibility information.
504.3 Prompts	Supports	The authoring functions of the product prompt users to create content that conforms to WCAG 2.2 criteria. For example: • When adding a photo, the product guides authors to include text alternatives. • When inserting media from the web, the product prompts the user to include alternative text. • When adding a video from a third-party, the user is prompted to include alternative text.

Criteria	Conformance Level	Remarks and Explanations
		Supports with the following exceptions: • When adding video or audio through a third-party, the product does not prompt authors to provide alternatives to time-based media, such as audio description, captions, or text transcripts.
504.4 Templates	Not Applicable	This product does not provide templates for content creation.

Chapter 6: Support Documentation and Services

Notes:

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	Documentation lists and explains how to use accessibility and compatibility features within the product.
602.3 Electronic Support Documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support documentation is only provided in electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	Support services include explanations for how to use the accessibility and compatibility features associated with the product.
603.3 Accommodation of Communication Needs	Supports	Support services are provided directly to the user. Thes services accommodate communication needs of individuals with disabilities.

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Refer to: Section 508 302.1 Without Vision
4.2.2 Usage with limited vision	Partially Supports	Refer to: Section 508 302.2 With Limited Vision, and the following WCAG 2.1 sections: • 1.4.11 Non-text Contrast • 1.4.12 Text Spacing • 1.4.13 Content on Hover or Focus
4.2.3 Usage without perception of colour	Partially Supports	Refer to: Section 508 302.3 Without Perception of Color, and the following WCAG 2.1 section: • 1.4.11 Non-text Contrast
4.2.4 Usage without hearing	Supports	This product does not provide auditory modes of operation.
4.2.5 Usage with limited hearing	Supports	This product does not include auditory modes of operation.
4.2.6 Usage with no or limited vocal capability	Not Applicable	This product does not require vocal input from users.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Refer to: Section 508 302.7 With Limited Manipulation
4.2.8 Usage with limited reach	Not Applicable	All elements required for operation are within reach for all users.
4.2.9 Minimize photosensitive seizure triggers	Supports	There are no parts of this product with the potential to trigger photosensitive seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Refer to: Section 508 302.9 With Limited Language, Cognitive, and Learning Abilities, and the following WCAG 2.1 section: • 1.4.11 Non-Text Contrast • 1.4.12 Text Spacing

Criteria	Conformance Level	Remarks and Explanations
		• 1.4.13 Content on Hover or Focus
4.2.11 Privacy	Supports	This product maintains the privacy of all users at the same level.

Chapter 5: Generic Requirements

Notes: Not applicable

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable

Chapter 7: ICT with Video Capabilities

Notes: Not applicable. This product does not include video.

Chapter 8: Hardware

Notes: Not applicable

Chapter 9: Web

Notes: See the WCAG 2.2 Report section.

Chapter 10: Non-Web Documents

Notes: Not applicable. The product does not include non-web documents.

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Informative – no response required	Informative – no response required
11.1.1.1 through 11.4.1.3	See the WCAG 2.2 Report section	See the WCAG 2.2 Report section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Not applicable	The product is a web application.
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	Not applicable	The product is a web application.
11.5.2.2 Platform accessibility service support for assistive technologies	Not applicable	The product is a web application.
11.5.2.3 Use of accessibility services	Not applicable	The product is a web application.
11.5.2.4 Assistive technology	Not applicable	The product is a web application.
11.5.2.5 Object information	Not applicable	The product is a web application.
11.5.2.6 Row, column, and headers	Not applicable	The product is a web application.
11.5.2.7 Values	Not applicable	The product is a web application.
11.5.2.8 Label relationships	Not applicable	The product is a web application.
11.5.2.9 Parent-child relationships	Not applicable	The product is a web application.
11.5.2.10 Text	Not applicable	The product is a web application.
11.5.2.11 List of available actions	Not applicable	The product is a web application.
11.5.2.12 Execution of available actions	Not applicable	The product is a web application.
11.5.2.13 Tracking of focus and selection attributes	Not applicable	The product is a web application.
11.5.2.14 Modification of focus and selection attributes	Not applicable	The product is a web application.
11.5.2.15 Change notification	Not applicable	The product is a web application.
11.5.2.16 Modifications of states and properties	Not applicable	The product is a web application.
11.5.2.17 Modifications of values and text	Not applicable	The product is a web application.

Criteria	Conformance Level	Remarks and Explanations
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not applicable	The product is a web application.
11.6.2 No disruption of accessibility features	Not applicable	The product is a web application.
11.7 User preferences	Not applicable	The product is a web application.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	See 11.8.2 through 11.8.5	The product has authoring functions which enable users to publish HTML content for a course, such as: • Documents, assignments, quizzes, and discussion forums with rich text descriptions, images, and test questions.
11.8.2 Accessible content creation	Partially supports	The product has authoring functions which enable users to publish • Content for courses, such as: • Documents • Assignments • Tests and quizzes The authoring functions of the product enable and prompt users to create content that conforms in most cases to WCAG 2.2 criteria. For example: • Rich text editors enable authors to create formatted HTML text and links, which are compatible with assistive technology. • When adding a photo, the product guides authors to include text alternatives. • When inserting media from the web, the product prompts the user to include alternative text.

Criteria	Conformance Level	Remarks and Explanations
		• Any content that contains form controls, such as tests and quizzes, is keyboard operable and functional with assistive technology. • Documents authored within the product are given a heading structure that is communicated to assistive technologies. However, there are some exceptions. As noted in the WCAG 2.2 Report, when authors create documents, the following accessibility issue occur in the authored HTML output: • 1.3.2 Meaningful Sequence: Some documents that are authored within the product skip heading levels and cannot be manually adjusted by the user. • 2.1.1 Keyboard: When in the expanded view, images cannot be scrolled using the up and down arrow keys. • 2.4.3 Focus Order: In a Knowledge Check, radio controls can be navigated via keyboard in more than one way, which may cause confusion for some users.
11.8.3 Preservation of accessibility information in transformations	Not applicable	The product does not restructure or re-code content.
11.8.4 Repair assistance	Not applicable	The product does not have an accessibility checking function.
11.8.5 Templates	Not applicable	The product does not provide templates for content creation.

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Documentation lists and explains how to use the accessibility and compatibility features of the product.
12.1.2 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Support services provide information on the accessibility and compatibility features mentioned in the product documentation.
12.2.3 Effective communication	Supports	Support services accommodate the communication needs of individuals with disabilities.
12.2.4 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

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