University of Reading
Blackboard Learn VLE accessibility statement

This accessibility statement applies to Blackboard Learn, the Virtual Learning Environment for the University of Reading, and should be read in conjunction with the University's general accessibility statement.

The University of Reading is committed to providing an accessible and inclusive learning environment which offers all of our learners the opportunity to maximise their academic potential. This commitment is set out in the Policy on Inclusive Practice in Teaching and Learning, and applies equally to the University’s Virtual Learning Environment.

Accessibility statement for Blackboard Learn

Blackboard Learn is the centrally supported Virtual Learning Environment (VLE) at the University of Reading.

Blackboard Learn is a commercial product, which is now being designed and developed in accordance with the internationally recognised Web Content Accessibility Guidelines (WCAG) 2.1 Level AA as well as the US Section 508 standards.

Blackboard provides information about the company’s approach to accessibility at https://help.blackboard.com/Accessibility.
How accessible is the Blackboard Learn platform?

On the Blackboard Learn login page, you can choose to enable a high contrast setting. This ensures the system uses the contrast settings you already defined in your operating system to display text, menus, and other navigation controls within the Blackboard Learn environment.

See Accessibility Features in Blackboard Learn for help with this.

When using Blackboard Learn you should be able to

- Resize text up to 200% without a loss of content or functionality.
- Navigate the website using a screen reader.
- Navigate the website using just a keyboard.

We know some parts of the Blackboard VLE are not fully accessible. For example

- Some content is clipped when the page is zoomed 200%.
- Pinch zoom is disabled on all screens.
- Date picker controls cannot be operated using the keyboard.
- Some buttons cannot be operated using the keyboard.
- Some parts of the application lack semantic information.
- Some headings, lists and tables have not been identified
  - Tables are used for layout purposes on some screens.
- Pages in the global navigation section all have the same page title.
• Current and selected dates in the Calendar are displayed visually by colour alone.

Information on accessibility in Blackboard Learn can be found at https://help.blackboard.com/Learn/Administrator/Hosting/Accessibility

This includes links to information on

• Accessibility compliance of Blackboard Learn
• The structure of Blackboard Learn pages
• Landmarks
• Keyboard navigation in Blackboard Learn
• Using screen readers with Blackboard Learn
• Quick links
• Content editor math formulas
• Interactive tools
• Accessibility training resources for staff

Information on specific accessibility features in Blackboard Learn can be found at https://help.blackboard.com/Learn/Student/Accessibility/Accessibility_Features

This includes links to information on

• Using Blackboard Learn with a hearing impairment
• Using Blackboard Learn with a visual impairment
• Using Blackboard Learn with a mobility impairment
• Using Blackboard Learn with a learning disability
• Accessibility features in Blackboard Learn
• Display options and content folders

For details of how well Blackboard Learn conforms with WCAG standards, please see the VPAT for Blackboard Learn Original experience.

Blackboard Learn makes use of some additional Blackboard tools which have a separate accessibility statement:

• Blackboard Ally
  https://help.blackboard.com/Ally/Ally_for_LMS/Student/Accessibility

• Blackboard Collaborate Ultra
  https://help.blackboard.com/Collaborate/Ultra/Administrator/Accessibility

Some Blackboard functionality is also available via mobile apps, for which there are separate accessibility statements. These are

• Blackboard (for students)
  https://help.blackboard.com/Blackboard_App/Accessibility

• Blackboard Instructor (for staff)
  https://help.blackboard.com/Blackboard_Instructor/Accessibility
How accessible is the content available on the Blackboard Learn platform?

While specific statements can be made about the accessibility of the Blackboard VLE platform itself, content stored within the Blackboard Learn VLE will have been created and uploaded by a wide variety of academic and administrative support staff, and the accessibility of this content may vary accordingly.

In view of its commitment to making website content as accessible as possible, the University has purchased Blackboard Ally, which enables all users to access content uploaded to Blackboard courses and organisations in a range of alternative formats.

The alternative formats available depend on the nature of the original file in Blackboard. See https://help.blackboard.com/Ally/Ally_for_LMS/Student/Alternative Formats for details.

General hints on using accessibility features in your web browser

The University Library has produced an Inclusive technology guide which includes details of assistive technologies and free features in Browsers, Windows, and Microsoft Office applications that can support you working online.

AbilityNet has advice on making your device easier to use if you have a disability.
Third party tools

Certain third party tools, content and/or functionality are integrated into our Blackboard VLE, and these have their own accessibility statements.

These tools include

- **Turnitin**
  Accessibility information can be found at [https://www.turnitin.com/about/accessibility](https://www.turnitin.com/about/accessibility)
  This includes VPAT documents for
  - Turnitin Similarity Report Interface
  - Feedback Studio Text Only Similarity Report
  - Feedback Studio Assignment Submission Interface
  - Feedback Studio and Online Grading Interface (for markers)
  - Feedback Studio PeerMark Interface

  The Text-only Report provides a more accessible interface for accessing the Turnitin Similarity Report. See our guide [Turnitin: Accessing the text-only Similarity Report](https://www.turnitin.com/about/accessibility).

- **Microsoft Stream**
  Stream is a video hosting platform used for pre-recorded lectures and other teaching content. On these Microsoft Stream support pages you can find links to accessibility help articles written for people who use screen readers with Microsoft Stream:

  - [Accessibility support for Microsoft Stream](https://www.microsoft.com)
  - [Microsoft Stream hot keys and accessibility](https://www.microsoft.com)

  When Stream videos and channels are embedded in a Blackboard
course, these can be accessed using the keyboard.

The Stream ‘playlist’ automatically embedded into 2020/21 Blackboard courses cannot be accessed using a keyboard, but is accompanied by a direct link to the course area on the Stream website, where keyboard controls can be used.

**Microsoft Teams**

Teams is used for some webinars and other online meetings. For accessibility information please see this Microsoft support page: [Accessibility overview of Microsoft Teams](#).

Accessibility information for Microsoft Office products in general can be found here: [Office Accessibility Center - Resources for people with disabilities](#).


**Campus Pack**

This product is covered by the Cengage accessibility and usability commitment at [https://www.cengage.com/accessibility](https://www.cengage.com/accessibility). The relevant VPAT is [Learning Objects, Learner Experience](#) (PDF) which shows Campus Pack conformance with WCAG 2.0 standards.

**Maple TA**

This tool is used on some Maths courses. The relevant VPAT is at [https://digitaled.com/support/vpatmobius](https://digitaled.com/support/vpatmobius)
Mediasite

This is a video hosting platform used on some courses. VPAT documents can be found at https://support.sonicfoundry.com/knowledge/article/000003971

Qwickly

Qwickly is a tool used exclusively by staff, designed to provide a more efficient way of performing certain administrative functions within Blackboard. Accessibility documents can be found at https://www.goqwickly.com/accessibility.

The relevant VPAT is Course Tools VPAT.

Qwickly is currently tested for conformance against WCAG 2.0.

Evasys

EvaSys is used to collect student feedback on module delivery. EvaSys survey templates can be configured to ensure that they are compliant with the Web Content Accessibility Guidelines (WCAG) 2.0 – see https://www.evasys.co.uk/faq/#FAQ11.

We know that Module Evaluation reports generated from Evasys in PDF format are not accessible. If you have difficulties reading these reports, accessible versions can be generated on demand. Please contact WebAccessibilityTeam@reading.ac.uk.

Learning Science

Some Science-based courses make use of materials from https://learningscience.co.uk/. These materials are covered by the following statement:

Our goal is to achieve W3C WCAG 2.1 AA standards. Inclusivity and consideration of the needs of all students is embedded in the culture of our company and accessibility consideration is included in the workflows
for designing, developing and testing our learning resources. We have a policy of continuous improvement across all aspects of the business and regularly review accessibility criteria to improve the learning experience for all users.

LabSims have the following features which address the main sections of the standard, including:

- **Perceivable**: No 2D scrolling, no text in images, semantic HTML, alt text, text resize, non-reliance on colour to transfer meaning, effective contrast, adaptable orientation.

- **Operable**: No flashing content, no time-limited content, keyboard navigation, assistive technology (screen reader)

- **Understandable**: Readable, Predictable UI, consistent navigation, consistent identification

- **Robust**: Appropriate and accurate HTML, UI components have name, role, value

- **Conformance**: Regular reviews against standards and best practices

**McGraw-Hill**

Some courses make use of learning materials published by McGraw-Hill. Information about the company’s approach to accessibility can be found at [https://www.mheducation.com/about/accessibility.html](https://www.mheducation.com/about/accessibility.html)

Where we choose to feature third party content or functionality on the Blackboard Learn VLE, we are responsible for ensuring it meets accessibility standards.

Where we are legally required to feature third party content or functionality, we cannot reasonably accept responsibility for ensuring it meets accessibility standards.
Feedback and contact information

If you need information on this website in a different format, you should be able to obtain this using Blackboard Ally. This can provide content in a range of formats, including

- Tagged PDF
- HTML
- ePub
- electronic Braille
- MP3 audio file
- Beeline Reader (for easier and faster on-screen reading)

Reporting accessibility problems with this website

If you have any problems accessing Blackboard, or tools such as Turnitin which are integrated into Blackboard, please contact the IT Service Desk:

- email dts@reading.ac.uk
- call 0118 378 6262
- self service portal https://uor.topdesk.net/tas/public/login/form
- You can expect a response within 2 working days.

If you need content featured on the Blackboard Learn VLE in a different format, and you are having problems accessing the necessary format(s) facilitated via Blackboard Ally, please contact the web accessibility team at WebAccessibilityTeam@reading.ac.uk.
You can expect a response within 2 working days.

We’re always looking to improve the accessibility of this website. If you find any problems that aren’t listed in this statement, or think we’re not meeting the requirements of the accessibility regulations, please contact: legalservices@reading.ac.uk.

**Enforcement procedure**

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the ‘accessibility regulations’). If you’re not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

**Technical information about this website’s accessibility**

The University of Reading is committed to making its VLE accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

**Compliance status**

The Blackboard VLE is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.
Non compliance with the accessibility regulations

Web Content Accessibility Guidelines (WCAG) 2.1, Level A

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.1.1 Non-text Content</strong></td>
<td>The Blackboard Original Learn 9.1 web application provides text alternatives for most non-text items, with some exceptions:</td>
</tr>
<tr>
<td></td>
<td>• Some images lack a text alternative.</td>
</tr>
<tr>
<td></td>
<td>• Some images have an inadequate text alternative.</td>
</tr>
<tr>
<td></td>
<td>• Some decorative images are not hidden from assistive technologies.</td>
</tr>
<tr>
<td><strong>1.3.1 Info and Relationships</strong></td>
<td>The Blackboard Original Learn 9.1 web application exposes some semantics, with several exceptions, including:</td>
</tr>
<tr>
<td></td>
<td>• Some sections have the semantics removed using role=&quot;application&quot; and some semantic elements have inappropriate roles that remove the native semantics.</td>
</tr>
<tr>
<td></td>
<td>• Some headings, lists, and tables have not been identified.</td>
</tr>
<tr>
<td></td>
<td>• Tables used for layout, which can result in redundant table information being announced by assistive technologies.</td>
</tr>
<tr>
<td>Criterion</td>
<td>Remarks and explanations</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **1.3.2 Meaningful Sequence**                | The correct reading sequence can be programmatically determined for the majority of content in the Blackboard Original Learn 9.1 web application, with the following exception:  
  - The grades data table does not have table semantics. |
| **1.4.1 Use of Colour**                       | The Blackboard Original Learn 9.1 web application does not rely on color-alone to convey information, with some exceptions. These include:  
  - Links are identified by color-alone, and have a low contrast between the link text and surrounding text.  
  - Current and selected dates are identified by color-alone.  
  - Star rating requires color-perception to determine the rating. |
| **2.1.1 Keyboard**                            | Most functionality is operable using the keyboard-alone in the Blackboard Original Learn 9.1 web application with several exceptions, including:  
  - Some buttons not reachable or operable using the keyboard.  
  - Date pickers cannot be operated using the keyboard.  
  - Hotspot ordering questions require a pointing device to answer.  
  - Tree widgets are not operable using the standard keystroke |
<table>
<thead>
<tr>
<th>Criterion</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• The Space key cannot be used to operate some buttons.</td>
</tr>
<tr>
<td>2.1.2 No Keyboard Trap</td>
<td>For every component in the Blackboard Original Learn 9.1 web application that receives keyboard focus, focus can be moved away from that component using only a keyboard interface, with one exception:</td>
</tr>
<tr>
<td></td>
<td>• There is a keyboard trap when navigating backwards in the “Grade discussion forum”. The keyboard trap only occurs in Firefox. There is no keyboard trap in other browsers.</td>
</tr>
<tr>
<td>2.2.1 Timing Adjustable</td>
<td>The Blackboard Original Learn 9.1 web application has a session timeout after a period of inactivity.</td>
</tr>
<tr>
<td>2.4.2 Page Titled</td>
<td>The Blackboard Original Learn 9.1 web application has unique page titles for most pages, apart from the pages in the global navigation section that all have the same page title, “My Blackboard content - Blackboard Learn”.</td>
</tr>
<tr>
<td>2.4.3 Focus Order</td>
<td>Focusable components in the Blackboard Original Learn 9.1 web application receive focus in an order that preserves meaning and operability, with several exceptions. These include:</td>
</tr>
<tr>
<td></td>
<td>• Content that is not visible on the screen receives focus.</td>
</tr>
<tr>
<td></td>
<td>• Non-interactive content is included in the keyboard tab order.</td>
</tr>
<tr>
<td>Criterion</td>
<td>Remarks and explanations</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• Focus can leave some date pickers, and focus is at the end of the document, rather than where the date picker was opened.</td>
<td></td>
</tr>
<tr>
<td>• Focus is not maintained inside of some dialogs and menus when opened.</td>
<td></td>
</tr>
<tr>
<td>• Several screens place focus in the main content, bypassing all content before.</td>
<td></td>
</tr>
<tr>
<td><strong>2.4.4 Link Purpose (In Context)</strong></td>
<td></td>
</tr>
<tr>
<td>The Blackboard Original Learn 9.1 web application has meaningful link phrases with some exceptions:</td>
<td></td>
</tr>
<tr>
<td>• Some link phrases do not adequately describe the target.</td>
<td></td>
</tr>
<tr>
<td>• Some screens have duplicate link phrases to different locations with no programmatically determinable context.</td>
<td></td>
</tr>
<tr>
<td>• Most links have a title attribute that duplicates the link phrase.</td>
<td></td>
</tr>
<tr>
<td><strong>2.5.3 Label in Name (2.1 only)</strong></td>
<td></td>
</tr>
<tr>
<td>The Blackboard Original Learn 9.1 web application correctly reflects labels in the name for some elements, with exceptions:</td>
<td></td>
</tr>
<tr>
<td>• Some interface elements lack an accessible name.</td>
<td></td>
</tr>
<tr>
<td>• Some interface elements have an accessible name does not contain their visible label.</td>
<td></td>
</tr>
<tr>
<td><strong>3.1.1 Language of Page</strong></td>
<td></td>
</tr>
<tr>
<td>The human language of all pages in the Blackboard Original Learn 9.1 web application is correctly identified, with one minor exception:</td>
<td></td>
</tr>
<tr>
<td>Criterion</td>
<td>Remarks and explanations</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>• On the “My Grades” screen, an iframe contains an HTML document that does not identify the natural language of the page.</td>
<td></td>
</tr>
</tbody>
</table>

**3.2.2 On Input**

Changing the setting of user interface component in the Blackboard Original Learn 9.1 web application does not automatically cause a change of context, with the following exceptions:

- Activating the "Allow partial credit" and "Units required" checkboxes on the “Create/Edit calculated formula” screen causes the page to update with new options, and repositions the user's focus point.

- Adjusting the number of answers select element on the “Create/Edit multiple choice” screen causes the page to reload, but there is no warning above that this will happen.

**4.1.1 Parsing**

The majority of markup does not have any parsing issues known to have an accessibility impact, with some exceptions:

- Several duplicate ID attribute values.
- Some malformed tags.
- Elements not nested according to the HTML specification.

**4.1.2 Name, Role, Value**

There are several interface elements that do not expose the correct role, name, or value in the Blackboard Original Learn 9.1 web application. These include:
<table>
<thead>
<tr>
<th>Criterion</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Several interface elements without or an inappropriate accessible name.</td>
</tr>
<tr>
<td></td>
<td>• Several interface elements do not expose the correct role (dialogs, buttons, links, tooltips, checkboxes, tabs, tree views, and so on).</td>
</tr>
<tr>
<td></td>
<td>• Required field and error states not programmatically exposed.</td>
</tr>
<tr>
<td></td>
<td>• Cues and error messages are not programmatically associated with their corresponding form controls.</td>
</tr>
<tr>
<td></td>
<td>• Group labels not programmatically associated with form controls.</td>
</tr>
</tbody>
</table>

Web Content Accessibility Guidelines (WCAG) 2.1, Level AA

<table>
<thead>
<tr>
<th>Criterion</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>1.4.3 Contrast (Minimum)</strong></td>
<td>The majority of text and images of text in the Blackboard Original Learn 9.1 web application has sufficient contrast, but there are several minor instances of text that has insufficient contrast between the foreground and background colours.</td>
</tr>
<tr>
<td><strong>1.4.4 Resize text</strong></td>
<td>The majority of pages in the Blackboard Original Learn 9.1 web application allow text to be resized / zoomed up to 200% without loss of content or functionality, with some exceptions:</td>
</tr>
<tr>
<td>Criterion</td>
<td>Remarks and explanations</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• Some content is clipped when the page is</td>
<td>• Pinch-zoom is disabled on all screens.</td>
</tr>
<tr>
<td>zoomed 200%.</td>
<td></td>
</tr>
<tr>
<td>• Pinch-zoom is disabled on all screens.</td>
<td></td>
</tr>
<tr>
<td><strong>1.4.10 Reflow (2.1 only)</strong></td>
<td>The majority of the Blackboard Original Learn 9.1 web application can be resized to a width of 320 CSS pixels / a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions, with exceptions:</td>
</tr>
<tr>
<td></td>
<td>• Horizontal and vertical scrolling is required on some pages with a small screen.</td>
</tr>
<tr>
<td><strong>1.4.11 Non-text Contrast (2.1 only)</strong></td>
<td>The majority of non-text user interface components in the Blackboard Original Learn 9.1 web application have sufficient contrast, but there are several instances of non-text that has insufficient contrast between the foreground and background colours, or adjacent colours.</td>
</tr>
<tr>
<td><strong>1.4.13 Content on Hover or Focus (2.1 only)</strong></td>
<td>While the majority of additional content that appears on hover or focus is dismissible, hoverable and persistent, there are some exceptions:</td>
</tr>
<tr>
<td></td>
<td>• Tooltips are displayed on hover and cannot be dismissed without moving the cursor.</td>
</tr>
<tr>
<td></td>
<td>• Some menu buttons are opened on hover, and cannot be dismissed without moving the cursor.</td>
</tr>
<tr>
<td>Criterion</td>
<td>Remarks and explanations</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------</td>
</tr>
</tbody>
</table>
| **2.4.6 Headings and Labels** | Most headings and labels in the Blackboard Original Learn 9.1 web application appropriately describe the topic or purpose of their related content, with the following exceptions:  
  - Checkboxes in the “Full grade centre” have the same accessible name, “Select this row”.  
  - Some button names are not descriptive, such as “X” for close.  
  - Some interface elements contain redundant “Click to” instructions. |
| **2.4.7 Focus Visible** | The Blackboard Original Learn 9.1 web application provides a visible keyboard focus indicator for most elements, with some exceptions including:  
  - Elements not visible on the screen receiving focus.  
  - Focus can get masked by other components, such as dialogs, menus, fixed banners, and fixed footers.  
  - Some elements do not have a visible indication of focus. |
| **4.1.3 Status Messages** | Status messages are presented to the user by assistive technologies without receiving focus in the Blackboard Original Learn 9.1 web application, with the following exceptions:  
  - The alert for adding a column or row is not announced to assistive technologies on the “Create rubric” screen. |
The status message on the “Create / edit formula” screen is interrupted as focus is moved to the question title, which is announced instead.

**Section 508 Chapter 3: Functional Performance Criteria (FPC)**

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>302.1 Without Vision</strong></td>
<td>There are several instances of elements without a correct role, state, or accessible name in the Blackboard Original Learn 9.1 web application.</td>
</tr>
<tr>
<td><strong>302.2 With Limited Vision</strong></td>
<td>The Blackboard Original Learn 9.1 web application can be used with limited vision, with some color contrast issues.</td>
</tr>
<tr>
<td><strong>302.3 Without Perception of Colour</strong></td>
<td>The Blackboard Original Learn 9.1 web application can be used without colour perception, apart from some elements that use colour to indicate selected state or stars in a rating system that requires colour-perception to comprehend. Some links are visually evident by colour-alone.</td>
</tr>
<tr>
<td><strong>302.7 With Limited Manipulation</strong></td>
<td>The Blackboard Original Learn 9.1 web application is usable by people with limited manipulation, but some elements are not reachable or operable using the keyboard.</td>
</tr>
</tbody>
</table>
## Section 508 Chapter 5: Software

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Remarks and explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>504.2 Content Creation or Editing</td>
<td>The Blackboard Original Learn 9.1 web application provides functionality for authors to create semantic content, such as headings and lists.</td>
</tr>
<tr>
<td>504.3 Prompts</td>
<td>The Blackboard Original Learn 9.1 web application does not prompt for accessibility information.</td>
</tr>
</tbody>
</table>

## Non accessible content

The majority of content in Blackboard is created and maintained by University academics and professional support staff. As a result, the accessibility of such content may vary greatly. We are aware that

- Older PDFs may not be accessible to screen reader software.
- Word documents and other files may not be fully accessible, for instance because they lack headings, or contain images that are missing a description.
- Videos may lack captions or transcripts.

In some cases, uploaded content may have accessibility defects which mean that the alternative formats provided by **Blackboard Ally** are not able to significantly improve the accessibility of that content. For instance, where text files lack proper structure, or where no alternative description has been provided for images.
The University is working to raise awareness of the importance of accessibility, and to help staff improve the accessibility of their teaching and learning materials.

Ally also alerts University staff to content with accessibility issues, and helps them to improve the accessibility of this content. For more information on Blackboard Ally please see these help pages:

- **Students**
  https://sites.reading.ac.uk/tel-support-for-students/2018/09/21/blackboard-ally-getting-started-with-alternative-accessible-formats/

- **Staff**
  https://sites.reading.ac.uk/tel-support/2018/08/15/getting-started-with-blackboard-ally/

Content delivered via School portal tabs within Blackboard is the responsibility of the relevant School. This content is not currently covered by Blackboard Ally. Schools are working towards moving such content to areas within Blackboard which are supported by Blackboard Ally.

**Disproportionate burden**

**Content that is not within the scope of the accessibility regulations**

**PDFs and other documents**

Many of our older PDFs and Word documents do not meet accessibility standards - for example, they may not be structured so they’re accessible to a screen reader. This does not meet WCAG 2.1 success criterion 4.1.2 (name, role value).

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they’re not essential.
to providing our services. We will not be attempting to improve the accessibility of files uploaded to Blackboard courses for any academic year prior to 2019-20.

The University will work to ensure that content uploaded for use in 2019-20 and beyond is fully accessible.

**Live video**

Live video streams are exempt from meeting the accessibility regulations.

Online sessions delivered via Microsoft Teams have captions generated automatically, using artificial intelligence. As with any such system, these captions will not always be 100% accurate.

Blackboard Collaborate does not currently support automatic captioning, however other browser-based captioning tools can be used in conjunction with Collaborate.

**How we tested this website**

The Blackboard Learn website platform at https://www.bb.reading.ac.uk was tested by Blackboard Inc. and results are available in the VPAT for Blackboard Learn Original experience dated 14 February 2020.

In addition, staff in the University’s Technology Enhanced Learning teams carry out regular monitoring of the accessibility of files uploaded to Blackboard, using the Blackboard Ally institutional report. Reports are produced on a monthly basis, and issues identified are used to target staff development activities.

This statement was prepared on 23rd September 2019. It was last updated on 21st September 2020.