

# Blackboard Collaborate Instant Messaging

## Voluntary Product Accessibility Template (VPAT)

### **Voluntary Product Accessibility Template**

The purpose of the Voluntary Product Accessibility Template is to assist Federal contracting officials in making preliminary assessments regarding the availability of commercial Electronic and Information Technology products and services with features that support accessibility. It is assumed that officials will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table:

- Column One of the Summary Table describes the subsections of subparts B and C of the Standards.
- Column Two describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation."
- Column Three contains any additional remarks and explanations regarding the product.

In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

### **Compliance and Remediation Statement for Section 508 of the Rehabilitation Act**

This statement describes the compliance of Blackboard Collaborate Instant Messaging a software product from Blackboard with the United States Rehabilitation Act Section 508.

**Name of Product:** Blackboard Collaborate Instant Messaging, Version 4.0+  
**Contact for more Information:** <http://www.blackboardcollaborate.com>

## Summary Table

<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks and explanations</i>
<a href="#">Section 1194.21</a> Software Applications and Operating Systems	Included	BBIM is an application functional with PC & MAC
Section 1194.22 Web-based Internet Information and Applications	Not Applicable	BBIM is a desktop application
Section 1194.23 Telecommunications Products	Not Applicable	BBIM is not considered a telecommunications product.
Section 1194.24 Video and Multi-media Products	Not Applicable	BBIM does not use video or multimedia.
Section 1194.25 Self-Contained, Closed Products	Not Applicable	BBIM is not a self-contained product.
Section 1194.26 Desktop and Portable Computers	Not Applicable	BBIM is an Application as defined in section 1194.22
<a href="#">Section 1194.31</a> Functional Performance Criteria	Included	Please see details on page 5
<a href="#">Section 1194.41</a> Information, Documentation and Support	Included	Please see details on page 6

## Section 1194.21 Software Applications and Operating Systems

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	BBIM is keyboard accessible
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	BBIM is Universal Access (Mac) and MSA (Windows) compatible
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports With Exceptions	BBIM indicates tab focus using operating-system standard displays
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	Accessible names, descriptions, types, and state information for controls is provided

(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	BBIM provides consistent visual indicators
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	BBIM exposes textual information via operating system standard mechanisms
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does not support	BBIM allows a user to set separate and individual color settings
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	BBIM does not use animated presentation modes.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	BBIM does not convey information through color alone anywhere in the interface.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supports	BBIM utilizes operating system standard color selection mechanisms
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	BBIM follows the operating system standard interval for cursor flashing
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	BBIM provides both tab navigation and accessible focus mechanisms for our forms

## Section 1194.31 Functional Performance Criteria

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	Blackboard Collaborate allows user to communicate through Voice over the Internet. Readily available assistive technologies such as JAWS screen reader may be used with Blackboard Collaborate. Users of assistive technology should contact their assistive technology vendor to assess the compatibility of specific assistive technology with Web browsers and to learn how to adjust their settings to achieve optimal results.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	Blackboard Collaborate supports the use of screen magnifiers to access user interface information. Blackboard Collaborate also supports system large fonts in the chat.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	Blackboard Collaborate has a fully functional whiteboard and chat which can be used for information dissemination.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports with exceptions	Individual users can control their own personal computer speaker volume to suit their needs.

(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	Blackboard Collaborate does not rely on audio. Users can interact through text messaging and a shared interactive whiteboard. Readily available assistive technologies may also be used with Blackboard Collaborate.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Does not support	Aside from keyboard shortcuts and navigation, Blackboard Collaborate does not yet interoperate with Assistive Technology to allow input of commands and retrieval of results via such methods as speech synthesis and speech interpretation.

## Section 1194.41 Information, Documentation and Support

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Documentation on Blackboard Collaborate is provided in HTML, PDF, MS Word format for customers. Documentation is available online or can be printed.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Documentation on Blackboard Collaborate including any accessibility and compatibility features is provided in HTML, PDF, MS Word format for customers. Documentation is available online or can be printed.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services for all of Blackboard Collaborate's products is available in many formats: Blackboard Collaborate's Support website, direct phone support and direct email support. Individuals who are hearing impaired may request access via a TTY relay service.