University of Bristol VLE Accessibility Statement

This accessibility statement applies to Blackboard Learn, the centrally supported virtual learning environment (VLE) at the University of Bristol.

Accessibility Statement for Blackboard Learn (https://ole.bris.ac.uk)

Blackboard Learn is a commercial product. The version of the platform used by the University of Bristol is hosted by Blackboard. Blackboard Learn has been developed with accessibility in mind, specifically in accordance with internationally recognised Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and US Section 508 standards.

Blackboard provide information about their product’s accessibility at: https://help.blackboard.com/Accessibility

The Digital Education Office (DEO) provide business ownership and day-to-day service management for Blackboard for the University of Bristol. IT Services provide technical service management, and Blackboard also provide technical management and support through their hosting service. The DEO work with IT Services to customise settings such as Login pages and for tools and data integrated into Blackboard. We endeavour to ensure that any customisations made to Blackboard are consistent with or improvements to accessibility within the baseline Blackboard installation.

DEO are responsible for oversight of content on the Blackboard Home Page, and specific tabs and subtabs (Help, Study Skills, Open Courses). DEO are not responsible for the tabs and subtabs developed by partner divisions, faculties, schools, centres and programmes.

Course Content

Whilst the Blackboard Learn platform adheres to web accessibility standards, materials and content within the VLE comes from a variety of sources. Content accessed via the VLE may have been created by academic and administrative staff, systems integrations or third-party providers and the accessibility of these materials may vary. Content uploaded to Blackboard is the responsibility of the respective Faculty or Division, similarly third-party tools which are not centrally provisioned or supported are the responsibility of the respective Faculty or Division.

Courses and Organisations may link to external websites hosted outside of the University of Bristol. This content is not covered by this accessibility statement.

The University has purchased and implemented Blackboard Ally to make content in Blackboard Courses and Organisations more accessible. Ally creates alternative formats of content uploaded to the VLE (eg braille, epub). Ally also advises staff on how to improve the accessibility of some content made available in Blackboard.

Please note that Ally does not currently provide alternative formats for content outside of Blackboard Courses or Organisations.

Blackboard Ally for Students and Staff https://www.bristol.ac.uk/digital-education/support/tools/blackboard-ally/

Accessing Blackboard Learn

The Blackboard login page offers options to change type size and enable a high contrast view. This works with contrast settings already enabled in your browser to display text, navigation controls and menus.

When using Blackboard Learn you should be able to:

- Use a screen reader to navigate the website.
- Resize text up to 200% whilst maintaining full functionality. Note that pinch to zoom is disabled for touch screens.
- Use a keyboard to navigate the website. Note the following exceptions:
  o Keyboard controls do not work for calendar screen date picker options.
  o Spacebar does not trigger some buttons.
Blackboard provides detailed information about how the platform meets accessibility standards in the document [VPAT for Blackboard Learn Original experience](https://help.blackboard.com/Learn/Administrator/Hosting/Accessibility).

Information about accessibility in Blackboard Learn is available at [https://help.blackboard.com/Learn/Administrator/Hosting/Accessibility](https://help.blackboard.com/Learn/Administrator/Hosting/Accessibility).

This page includes additional 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

Guidance around specific accessibility features in Blackboard Learn can be found at [https://help.blackboard.com/Learn/Student/Accessibility/Accessibility_Features](https://help.blackboard.com/Learn/Student/Accessibility/Accessibility_Features).

This page includes additional 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

Blackboard Learn uses additional tools published by Blackboard which have a separate accessibility statement:

**Blackboard Ally** [https://help.blackboard.com/Ally/Ally_for_LMS/Student/Accessibility](https://help.blackboard.com/Ally/Ally_for_LMS/Student/Accessibility)

**Blackboard Collaborate Ultra** [https://help.blackboard.com/Collaborate/Ultra/Administrator/Accessibility](https://help.blackboard.com/Collaborate/Ultra/Administrator/Accessibility)

Blackboard Mobile Apps for iOS and Android:

- Blackboard (for students) [https://help.blackboard.com/Blackboard_App/Accessibility](https://help.blackboard.com/Blackboard_App/Accessibility)
- Blackboard Instructor (for staff) [https://help.blackboard.com/Blackboard_Instructor/Accessibility](https://help.blackboard.com/Blackboard_Instructor/Accessibility)

**Third Party Tools**

Blackboard Learn provides access to third-party tools which have their own accessibility statements. For more information on these tools see section ‘Accessing Blackboard Learn’. These tools include those listed below, with their accessibility statements:

- Turnitin [https://www.turnitin.com/about/accessibility](https://www.turnitin.com/about/accessibility)
- Campus Pack [https://www.cengage.com/accessibility/](https://www.cengage.com/accessibility/)
- Maple TA [https://digitaled.com/support/vpatmobius](https://digitaled.com/support/vpatmobius)
- Mediasite [https://support.sonicfoundry.com/knowledge/article/000003971](https://support.sonicfoundry.com/knowledge/article/000003971)
- Qwickly [https://www.goqwickly.com/accessibility/](https://www.goqwickly.com/accessibility/)
• Turningpoint – Turningpoint have provided us with their most recent VPAT report dated 16th May 2019
• Xerte https://www.xerte.org.uk/index.php/en/access

What to do if you can’t access parts of this website
If you have any difficulties accessing Blackboard, or any of the tools integrated with Blackboard please contact the DEO:

• digital-education@bristol.ac.uk Please include “Accessibility” in the subject line.
• Tel: +44 (0)117 42 83055 / internal: 83055

You will receive a response within 2 working days.

If you have questions, or concerns about the accessibility of your learning and teaching materials, or suggestions on how these materials could be made more accessible there are a number of routes you could use, these include:

• Your academic tutor
• Your course rep
• Your school disability co-ordinator: http://www.bristol.ac.uk/disability-services/study-support/sdc/
• The Student Wellbeing Service https://www.bristol.ac.uk/students/wellbeing/services/student-wellbeing-service/
• Disability Services: http://www.bristol.ac.uk/disability-services/study-support/
• The Library: http://www.bristol.ac.uk/library/accessibility-support/
• Bristol SU’s advice team https://www.bristolsu.org.uk/advice-support

Don’t forget that you can also download materials in a range of formats including electronic Braille, tagged PDF, ePub and mp3 audio. If you have any problems accessing the alternative formats provided by Blackboard Ally please contact the DEO.

Reporting accessibility problems with this website / Contacting us by phone or visiting us in person
If you encounter any issues accessing Blackboard or think that we are not meeting our requirements under legal requirements under web accessibility legislation please contact the DEO:

Education Services
Digital Education Office
University of Bristol
31, Great George Street
Bristol
BS1 5QD

Email: digital-education@bristol.ac.uk
Tel: +44 (0)117 42 83055 / internal: 83055

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
This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed in the VPAT for Blackboard Learn Original experience.

Non accessible content
Some unit and programme content uploaded to Blackboard Courses or Organisations may not be accessible. Some legacy content copied from previous years courses may not be accessible. Some external websites or tools linked to within Blackboard may not be accessible.
How we tested this website
Blackboard Learn was tested for Blackboard and the results are available on the VPAT for Blackboard Learn Original experience (dated September 5th 2018).

What we’re doing to improve accessibility
The DEO 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.

Blackboard Ally provides alternative formats for most uploaded content.

This statement was prepared on 20th September 2019. It was last updated on 24th September 2019.