



Blackboard

JAWS Accessibility in Enterprise Surveys

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Product: Blackboard Learn

Release: 9.1

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Issue Description: Tabbing through Answers and Questions in Enterprise Surveys is extremely difficult with JAWS in Internet Explorer and Google Chrome. When Pressing TAB it moves to the First Possible Response for each Question. Survey Questions are not read when using TAB to navigate through the Page, only by Mouse Clicking in the appropriate areas are the Questions read. The Tabbing seems to work fairly well in Firefox, as it does move to the next appropriate answer response.

Steps to Replicate:

1. Create an Enterprise Survey with 1 of each of the following Question Types
 - a. Either Or
 - b. Option Scale/Likert
 - c. Matrix
 - d. Multiple Choice

Observations (Internet Explorer and Chrome)

- Pressing TAB on the page does not TAB to the questions to be read, if you click on the area where the question is located, it will read it. (This would be extremely difficult for a visually impaired user).
- Pressing TAB cycles through the first answer of each question, so that it is impossible to tab to the next answer in the current question.
- Using the arrow keys does not select the next or previous answer check box. However it does cycle through the answer text, and you can continue to use the arrow keys to eventually get to the next response. This is impractical as the user would not necessarily know when the text for an answer has completely ended.
- Pressing space does select an answer, however it is not clearly indicated (by JAWS audio) like pressing Enter is for selecting an answer.

Either/Or and Option Scale/Likert Questions

- When tabbing the to select the first question (Either/ Or question), it selects as expected. However when tabbing to the second answer choice, it tabs to Question 2's First Answer choice (Option Scale/Likert).

Matrix Question

- When tabbing on the Matrix Question, using the following answer setup as an example.

[a Daily] [b Weekly] [c Monthly] [d Quarterly] [e Yearly] [f Rarely or Never]
Row 1 x x x x x x
Row 2 x x x x x x

Users are able to TAB to [Row 1][a Daily] then to [Row 2][a Daily] answer choice.

Multiple Choice Question

- When tabbing on Multiple Choice Question users can only select the first Answer choice.
- **Chrome Only:** The answer selection are read incorrectly. When pressing TAB to get to the first answer, it reads the response for the second answer.

Target Release: Will Not Fix

Patch Available: No