Raiser's Edge NXT web view Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: Blackbaud Raiser's Edge NXT Web view

Product Description: Raiser's Edge NXT is a cloud-based fundraising and relationship management solution for nonprofits.

Report scope: This report covers the following portions of the Raiser's Edge NXT product: Constituent search and management, Gift and action management, Dashboards, Lists, Fundraiser Work Center, Help, Knowledgebase, support cases and Sign-in.

Date: April 2019

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Evaluation Methods Used: Testing involved a combination of manual and functional testing on the desktop platform. An independent 3rd party, Level Access, comprehensively tested a selection of pages representative of the Blackbaud Raiser's Edge NXT Application, Support Documentation and Services using, among other methodology, the screen reader JAWS 2019, exclusive use of the keyboard, and manual inspection of code and Accessibility API output (through the use of tools, such as Microsoft Inspect). Level Access also functionally tested typical user workflows with JAWS 2019 screen reader.

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, at *http://www.w3.org/TR/2008/REC-WCAG20-20081211/*	Level A Yes Level AA Yes Level AAA No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	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 be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Most non-text content that is presented to the user contains textual alternatives that serves the equivalent purpose. However, a rating of Partially Supports has been given for the following reasons: • Visually hidden content is sometimes rendered to assistive technology. For example, the Help panel container placed off-screen is rendered to screen readers towards the bottom of some pages. • Several image buttons, such as buttons on the Help panel, profile buttons, remove filter buttons and add dashboard button, lack meaningful textual descriptions. • The embedded canvas element, such as graphs on the reporting page, do not provide accessible textual alternatives. • Custom controls, such as carousel controls, sortable headers, autocomplete search comboboxes, and expand/collapse controls, lack proper name, state, and role information. Electronic Docs: Most non-text content on the product support documentation pages provide textual alternatives. However, a rating of Partially Supports has been given for the following reasons: • The navigation links do not indicate attached menus on the Help file pages. • Some custom controls on the Blackbaud Knowledgebase and Help file pages lack proper name, state, and role information. • CSS background image controls are used without any visual and textual alternatives on the application Help panel, Help file and Blackbaud Knowledgebase pages. • Visually hidden page content is rendered to users of assistive technology when the Search textbox is activated on the Blackbaud Application Resources page. • Some embedded video elements do not provide accessible name information.

Criteria	Conformance Level	Remarks and Explanations
		• Some image controls, including SVG elements on the product support pages, do not provide alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports	Web: The product does not have prerecorded audio-only or prerecorded video-only content. Electronic Docs: The product support documentation includes prerecorded video content. However, some videos do not have captions. Furthermore, some SVG playback controls do not provide proper textual alternatives.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports	Web: The product does not have prerecorded audio-only or prerecorded video-only content. Electronic Docs: The product support documentation includes prerecorded video content. However, some videos do not have captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Support	Web: The product does not have prerecorded video content. Electronic Docs: Some videos that are present in the product support documentation do not provide sufficient visual information in the audio portion of the video using audio descriptions.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Information, structure, and relationships conveyed through presentation can be programmatically determined and available in text. However, a rating of Partially Supports has been given for the following reasons: • The ARIA data grids that present tabular data are not implemented properly within the product causing difficulty for screen reader users to review tabular information. • Several form fields within the product do not provide valid labels. For most form fields, visual labels are not programmatically associated with the form input fields. • Form errors are not indicated properly. • Some form controls are not grouped using fieldsets and legend elements. • Some form field constraints, such as date formats, are not indicated properly.

Criteria	Conformance Level	Remarks and Explanations
		• The explicit dialog headings within the product are not referenced in the element representing the dialog or element with a role of dialog. • CSS pseudo-elements are used without any textual equivalents. • On some pages, headings are improperly used or not used at all to identify page structure. Electronic Docs: The information, structure and relationships are mostly conveyed by accessible methods on the product support documentation pages. However, a rating of Partially Supports has been given for the following reasons: • Some form fields do not provide valid labels. For example, form fields on Chat Window, the Search field on the Help file pages, and form fields on Blackbaud Knowledgebase article pages do not provide proper labels. • List items are sometimes not found in a list container. • Some sub-lists are not formed correctly. • Headings are not properly identified using HTML heading elements.

1.3.2 Meaningful Sequence (Level A)
    Also applies to:
    Revised Section 508
        • 501 (Web)(Software)
        • 504.2 (Authoring Tool)
        • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Partially Supports
		Web: The sequence in which the content is presented within the product is logical.
		
		Electronic Docs: Most content on the product support documentation pages is rendered in a proper sequence. However, a rating of Partially Supports has been given for the following reason:
		
		• Dynamic content is not rendered properly. For example, on the Blackbaud Product Resources page, the Search component which holds the Search textbox and Search button is not rendered in-line to the Search icon button. As a result, screen reader users will have difficulty locating search components on the page. Similarly, within the application's Help panel, when a hamburger menu is opened, the menu items are rendered above the hamburger menu control in

Criteria	Conformance Level	Remarks and Explanations
		Document Object Model (DOM) causing confusion.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Instructions provided for understanding and operating content within the product do not rely solely on sensory characteristics of components, such as shape, size, visual location, orientation, or sound. Electronic Docs: Instructions provided within the product support documentation do not rely solely on sensory characteristics of components, such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element for most of the product. However, a rating of Partially Supports has been given for the following reasons: • Page tabs do not provide state and role information to assistive technology. • Errors and form fields in error are indicated using color alone. • Color is solely used to indicate the selected action button on the Add Action dialog. • The selected slide for the carousel on the Fundraising Work Overview page is indicated using color alone. Electronic Docs: In most cases, color is not used as the only visual means of conveying information on the product support documentation pages. However, a rating of Partially Supports has been given for the following reasons: • Selected navigation menu links on the Blackbaud Knowledgebase pages are indicated using color alone. • Page tabs on the Blackbaud Knowledgebase pages do not provide state and role information to assistive technology.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: The product does not have audio that plays automatically. Electronic Docs: The product support documentation does not have audio that plays automatically.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Many features within the product are operable through a keyboard. However, a rating of Partially Supports has been given for the following reason: • Sortable headers within the data grids are not operable from the keyboard. • The Help panel icon within the product does not receive keyboard focus. • Most controls on the Dashboard builder page are drag-and-drop mouse-only controls and do not receive any keyboard focus. • Custom controls to filter report data on Reporting Overview and Benchmarking pages is not accessible using the keyboard. • Functionality to arrange widgets, such as on the Constituent Record or Gift Record pages, is a drag-and-drop mouse-only functionality. • Data picker controls within the product are not accessible from the keyboard. • The interactions with the canvas elements or graphs on the Reporting pages are mouse-only interactions. For example, information displayed on hovering over the graph or viewing a record panel upon activating a section on the graph are all mouse-only features. Electronic Docs: Most content on the product support documentation pages is accessible from the keyboard. However, a rating of Partially Supports has been given for the following reasons: • The icon to open the Help panel within the product does not receive keyboard focus. Furthermore, several custom controls within the Help panel, including "Open in

Criteria	Conformance Level	Remarks and Explanations
		New Window", "Refresh", "Next", "Previous" and "Close", are also not accessible from the keyboard. • The drop-down menus on the Help file pages cannot be accessed from the keyboard. • Controls to filter results by product or content type and pagination controls on the Blackbaud Knowledgebase Search Results page are not accessible from the keyboard. • Some controls, like the "Was it Helpful" controls (Yes and No), on the Help File pages are not focusable.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: No keyboard traps are present in the product. Electronic Docs: No keyboard traps are present in the product support documentation.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Partially Supports	Web: The product includes time-based limits. A user is logged out of the application due to inactivity and no mechanism is available to turn off, adjust or extend the time limit. Electronic Docs: Product support documentation pages are mostly public pages that do not include any time-based limits. However, a rating of Partially Supports has given for the following reason: • A user is logged out due to inactivity for certain support services that requires user login, such as Case Central.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: • Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: The product does not contain moving, blinking, scrolling, or auto-updating content. Electronic Docs: The product support documentation does not contain moving, blinking, scrolling, or auto-updating content.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports	Web: The product does not contain flashing content. Electronic Docs: The product support documentation does not contain any flashing content.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: 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	Web: Does Not Support Electronic Docs: Does Not Support	Web: The product does not contain a mechanism to bypass blocks of content that are repeated on multiple web pages. Electronic Docs: The product support documentation does not contain a mechanism to bypass blocks of content that are repeated on multiple web pages.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Nearly all product pages contain titles that describe their topic or purpose. However, a rating of Partially Supports has been given for the following reason: • The explicit dialog headings within the product are not referenced in the element representing the dialog or element with a role of dialog. Electronic Docs: Most product support documentation pages provide page titles. However, a rating of Partially Supports has been given for the following reasons: • The Chat window does not provide any page title. • When a search is conducted on the Blackbaud Knowledgebase, the page title is not updated.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Most focusable components receive focus in an order that preserves meaning and operability. However, a rating of Partially Supports has been given for the following reasons: • Focus does not move properly to some opened menus, such as Edit menus on the Constituent Record page and Context menus for some records. • Focus is not updated properly when new content is updated on the page. For example, upon activating the Help control, the focus does not move to the flyout Help panel.

Criteria	Conformance Level	Remarks and Explanations
		Electronic Docs: Within the product support documentation pages, most focusable components receive in logical order. However, a rating of Partially Supports has been given for the following reasons: • Focus is not moved to the Create a Case dialog when activated. • Focus is not appropriately managed within some dialogs, such as when in the Create a Case dialog and moving from one step to another. • Dynamic content is not rendered properly. For example, on the Blackbaud Product Resources page, the Search component which holds the Search textbox and Search button is not rendered in-line to the Search icon button. As a result, screen reader users will have difficulty locating search components on the page. Similarly, within the application Help panel, when the hamburger menu is opened, the menu items are rendered above the hamburger menu control in DOM causing confusion.

2.4.4 Link Purpose (In Context) (Level A)
    Also applies to:
    Revised Section 508
        • 501 (Web)(Software)
        • 504.2 (Authoring Tool)
        • 602.3 (Support Docs)
	Web: Partially Supports
	Electronic Docs: Partially Supports
		Web: The purpose of many links can be determined from the link text alone, or from the link text together with its programmatically determined link context. However, a rating of Partially Supports has been given for the following reason:
		
		• Several links have non-standard behavior and do not indicate that fact, such as links within the data grids that open the flyout Record panel or Record pages.
		
		Electronic Docs: For most links on the product support documentation, the link purpose can be determined. However, a rating of Partially Supports has been given for the following reasons:
		
		• Some image links do not provide an accessible name, such as the Chat icon link on the Blackbaud Product Resources page.

Criteria	Conformance Level	Remarks and Explanations
		• Some image links provide redundant link text causing confusion.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Partially Supports	Web: For most pages within the product, the default human language cannot be programmatically determined. Electronic Docs: For many product support documentation pages, the default human language can be programmatically determined. However, a rating of Partially Supports has been given for the following reason: • On the Blackbaud Knowledgebase and Article pages, the default document language is not identified.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: The product does not initiate any changes of context when a component receives focus. Electronic Docs: The product support documentation pages do not initiate any changes of context when a component receives focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. Electronic Docs: Product support documentation pages do not initiate a context change when changing the setting of any user interface.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Form errors are indicated in the product. However, a rating of Partially Supports has been given for the following reasons: • The error icon indicating an error message is a CSS pseudo element without any textual alternative. • The error messages are not associated explicitly with the form fields in error. • In some cases, the errors are solely indicated as errors using a red border around the field in error. Electronic Docs: Form errors are indicated on the product documentation pages. However, a rating of Partially Supports has been given for the following reason:

Criteria	Conformance Level	Remarks and Explanations
		• On the Chat window, the error messages disappear after few seconds causing difficulty in entering form information.
3.3.2 Labels or Instructions (Level A) 　　Also applies to: 　　Revised Section 508 　　　• 501 (Web)(Software) 　　　• 504.2 (Authoring Tool) 　　　• 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Labels or instructions are provided when content requires user input for most of the product. However, a rating of Partially Supports has been given for the following reasons: • Several form fields within the product do not provide valid labels. For most form fields, visual labels are not programmatically associated with the form input fields. • Form errors are not indicated properly. • Some form controls are not grouped using fieldsets and legend elements. • Form field constraints, such as date formats, are not indicated properly. Electronic Docs: On the product support documentation pages, most labels or instructions are provided. However, a rating of Partially Supports has been given for the following reasons: • Some form fields do not provide valid labels. For example, form fields on the Chat Window, the Search field on Help file pages, and form fields on Blackbaud Knowledgebase article pages do not provide proper labels. • On the Chat window, the error messages disappear after few seconds causing difficulty in entering form information.
4.1.1 Parsing (Level A) 　　Also applies to: 　　Revised Section 508 　　　• 501 (Web)(Software) 　　　• 504.2 (Authoring Tool) 　　　• 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: In content implemented using markup languages, elements have complete start and end tags, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. However, a rating of Partially Supports has been given for the following reasons: • On rare occasions, some elements do not have unique IDs. • Some button elements are not structured properly.

Criteria	Conformance Level	Remarks and Explanations
		Electronic Docs: Most product support documentation uses valid HTML markup. However, a rating of Partially Supports has been given for the following reasons: • On rare occasions, list items are not found in a list container. • Some elements do not have unique IDs.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Many elements do not have names, roles, states, properties, and values that can be programmatically determined. A rating of Partially Supports has been given for the following reasons: • Page tabs do not provide state and role information. • Several form fields lack a valid label. • Some image buttons are CSS pseudo elements without any textual description. • Several custom controls do not provide name, state, and role information, such as Carousel controls, button menus, custom autocomplete search combo boxes, sortable table headers, and accordion controls. • ARIA roles, states, and properties are frequently invalid and not used appropriately, such as ARIA button menus, expand/collapse controls and ARIA grids are not implemented properly within the product. • Some iframe elements do not provide an accessible title. • Constraints and errors are not explicitly associated with the relevant form fields. Electronic Docs: Many elements on the product support documentation pages contain appropriate names, roles, and values. However, a rating of Partially Supports has been given for the following reasons: • Page tabs do not provide state and role information on Blackbaud Knowledgebase pages. • Form fields lack a valid label.

Criteria	Conformance Level	Remarks and Explanations
		• ARIA roles, states, and properties for some elements are invalid and not used appropriately. • Some custom controls lack name, state, and role information. • Some iframe elements do not provide accessible title.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: The product does not have live audio content in synchronized media. Electronic Docs: The product support documentation pages do not provide live audio content in synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports	Web: The product does not have prerecorded video content. Electronic Docs: A rating of Partially Supports has been given for the following reason: • Some videos that are part of the product support documentation do not provide sufficient visual information in the audio portion of the video.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: The visual presentation of text and images of text mostly have a contrast ratio of at least 4.5:1 and 3:1 for large text. However, a rating of Partially Supports has been given for the following reason: • There are some specific color combinations that do not meet the success criteria. For example, the blue link text used across the application on white or grey background does not provide sufficient color contrast. Similarly, some grey text used against white

Criteria	Conformance Level	Remarks and Explanations
		background also does not provide sufficient color contrast. Electronic Docs: Most text in the product support documentation pages provides sufficient color contrast. However, a rating of Partially Supports has been given for the following reasons: • A few combinations of foreground and background colors do not meet the requirements. For example, use of white text against green background color on Blackbaud Knowledgebase pages does not provide sufficient color contrast. • Some link text on product resources page, Blackbaud Knowledgebase pages and Help file pages do not provide sufficient color contrast. • Some elements do not provide sufficient contrast in focused or hover state on the Help file pages.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Text elements on the product can be resized up to 200%. Electronic Docs: Text elements on the product support documentation pages can be resized up to 200% without loss of any content.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Text is used to convey information rather than images of text except where a particular presentation of text is essential to the information being conveyed, like in logotypes. Electronic Docs: Text is used to convey information rather than images of text except where a particular presentation of text is essential to the information being conveyed, like in logotypes.
2.4.5 Multiple Ways (Level AA) Also applies to: 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	Web: Supports Electronic Docs: Supports	Web: More than one way is available to locate a web page within a set of web pages, except where the web page is the result of, or a step in, a process. Electronic Docs: More than one way is available to locate a web page within a set of web pages, except where the web page is the result of, or a step in, a process.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	Web: In most cases, when headings and labels exist, they describe topic or purpose. However, a rating of Partially Supports has been given for the following reason: • Some button controls across the product do not provide unique labels. For example, the Edit button menu controls on the Constituents and Gift Record pages are not unique. Electronic Docs: When headings and labels exist on the product support pages, they sufficiently describe the topic or purpose.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Most interactive elements of the product have a visible keyboard focus indicator. However, a rating of Partially Supports has been given for the following reason: • On rare occasions, such as on the Add Actions Dialog, keyboard focus is not visually indicated for some elements. Electronic Docs: In most cases, keyboard focus is indicated. However, a rating of Partially Supports has been given for the following reason: • For some elements, such as the Yes and No controls on the Knowledgebase article pages, do not indicate keyboard focus visually.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: The human language of each passage or phrase in the content can be programmatically determined as there are no changes in the language of the product. Electronic Docs: The language of each passage or phrase within the product support documentation pages does not change from the language of the page.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports	Web: Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.

Criteria	Conformance Level	Remarks and Explanations
• 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		Electronic Docs: A consistent navigation mechanism is used within each individual product support website or asset.
3.2.4 Consistent Identification (Level AA) Also applies to: 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	Web: Supports Electronic Docs: Supports	Web: Components that have the same functionality within the product are identified consistently. Electronic Docs: Components that have the same functionality are identified consistently within each individual product support website or asset.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Where applicable, the product provides suggestions for fixing the errors, although the error messages are not fully accessible. Electronic Docs: Where applicable, product support documentation pages provide suggestions for fixing the errors, although the error messages are not fully accessible.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses. Electronic Docs: The product support documentation does not cause legal commitments or financial transactions for the user to occur.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product is usable by people without vision. However, a rating of Partially Supports has been given due to the following issues: • As described in **1.1.1 Non-text Content**, much of the non-text content lacks textual equivalents. • As described in **1.3.1. Info and Relationships**, the semantic relationship of information is not well defined for some content, and visual content often does not provide a textual equivalent. • As described in **1.4.1 Use of Color**, page tabs frequently use color alone to indication selection without providing state and role information to assistive technology. Similarly, color is used alone to indicate error messages. • As described in **2.1.1 Keyboard**, some features are not available to keyboard-only users. • As described in **2.2.1 Timing Adjustable**, user sessions end without warning. • As described in **2.4.1 Bypass Blocks**, no mechanism is provided to skip past repetitive blocks of content. • As described in **2.4.3 Focus Order**, occasionally, focus is not managed properly. • As described in **2.4.4 Link Purpose (In Context)**, many links with non-standard behavior do not indicate the fact. • As described in **3.3.1 Error Identification**, errors are not displayed properly. • As described in **3.3.2 Labels or Instructions**, most form fields lack a valid label. • As described in **4.1.1 Parsing**, list items are not found in a list container on rare occasions and some elements do not have unique IDs.

Criteria	Conformance Level	Remarks and Explanations
		• As described in **4.1.2 Name, Role, Value**, several controls lack proper roles, attributes and labels.
302.2 With Limited Vision	Partially Supports	A rating of Partially Supports has been given for the following reasons: • As described in **1.1.1 Non-text Content** and **1.4.1 Use of Color**, users with limited vision will have difficulty using the product. Additionally: • As described in **1.4.3 Contrast (Minimum)**, some text has insufficient contrast with its background.
302.3 Without Perception of Color	Partially Supports	A rating of Partially Supports has been given for the following reason: • As described in **1.4.1 Use of Color** and **1.4.3 Contrast (Minimum)**, users without perception of color will have difficulty using the product.
302.4 Without Hearing	Supports	The product is usable by those without hearing.
302.5 With Limited Hearing	Supports	The product is usable by those with limited hearing.
302.6 Without Speech	Supports	The product is usable by those without speech.
302.7 With Limited Manipulation	Partially Supports	A rating of Partially Supports has been given for the following reasons: • As described in **2.1.1 Keyboard, 2.2.1 Timing Adjustable, 2.4.1 Bypass Blocks** and **2.4.3 Focus Order**, users with limited manipulation will have difficulty using the product. Additionally: • As described in **2.4.7 Focus Visible**, some interactive content does not provide a visual keyboard focus indicator on rare occasions.
302.8 With Limited Reach and Strength	Partially Supports	A rating of Partially Supports has been given for the following reason: • As described in **2.1.1 Keyboard, 2.2.1 Timing Adjustable, 2.4.1 Bypass Blocks, 2.4.3 Focus Order**, and **2.4.7 Focus Visible**, users with limited reach and

Criteria	Conformance Level	Remarks and Explanations
		strength will have difficulty using the product.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	A rating of Partially Supports has been given for the following reasons: • As described in **2.4.4 Link Purpose (In Context), 3.1.1 Language of Page, 3.3.1 Error Identification**, **2.2.1 Timing Adjustable** and **3.3.2 Labels or Instructions**, users with limited language, cognitive, and learning abilities will have difficulty using the product.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Not Applicable

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	Does Not Support	Product Documentation provides sufficient information for using the product and its features. However, information about the product's accessibility and compatibility features, such as support for various assistive technology, is missing.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Product documentation is provided in an electronic format.
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	Does Not Support	Support Services provide sufficient information and training for using a product and its features. However, it lacks information about the product's accessibility and compatibility features for assistive technology compatibility.
603.3 Accommodation of Communication Needs	Partially Supports	Blackbaud Support Services provide alternate methods of communication including Chat Support, Case Central, Call Support, Email, Fax, and internet posting to accommodate communication needs of individuals with disabilities. However, a rating of Partially Supports is given as some of the communications technologies and methods are not fully accessible.

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