

NVDA Screen Reader Skips Reading Special Characters

Article Number

000090581

Description

When using the NVDA screen reader, special characters in questions are not being read aloud as expected, impacting accessibility for users relying on screen readers.

Document Type

Known Issue

KB Product

Learn SaaS

Last Modified Date

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Release (General)

SaaS

Service Packs

Learn 3900.112.0;Learn 3900.114.0;Learn 3900.116.0

Steps to Replicate

Prerequisite: Make sure you have the NVDA screen reader.

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Navigate to **System Admin > Courses > Create an Ultra Course**
3. Enroll a student
4. Create a test > Add a multiple-choice question
5. Create options > Add to each one at least one of the following special characters: " - ; - , - ' - (- [- {
6. Add more options with different characters
7. Access the course as a student and activate the screen reader
8. Go to the course > Locate the test > Open it
9. Listen to which special characters are read

Observed Behavior:

The special characters added in step 5 are not read.

Expected Behavior:

All special characters are read.

Summary

NVDA Screen Reader skips reading special characters.

Target Release

Future Reference

Title

