

# In Ultra Courses the Headings Options Do not Meet the Proper Hierarchy

## Article Number

000078496

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## Description

When students or instructors create content with the Rich Text Editor (RTE), they can add headings using the option from the toolbar. However, the hierarchy on the DOM is not accurate in starting with an H4 and skipping the H2 and H3 levels. This affects Learn's accessibility.

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## Document Type

Known Issue

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## KB Product

Learn SaaS

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## Last Modified Date

Fri May 09 23:01:36 GMT 2025

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## Release (General)

SaaS

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## Steps to Replicate

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Go to the **Admin Panel > Course > Create a new Ultra course**
3. Access the course and create a document
4. Create text with the following text styles: Title, Header, Subheader, Paragraph
5. Use a screen reader or a browser extension to get a list of headings on the page

## Observed Behavior:

The headings start with an H4

## Expected Behavior:

The order of the content's heading goes on cascade as follows: H1 > H2 > H3 > H4

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## Summary

When students or instructors create content with the Rich Text Editor (RTE), they can add headings using the option from the toolbar. However, the hierarchy on the DOM is not accurate in starting with an H4 and skipping the H2 and H3 levels.

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## Target Release

SaaS-Fixed (v3900.121.0)

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## Title

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