

# Question Text is not Correctly Read by NVDA Screen Reader

## Article Number

000090582

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## Description

Text in questions are not read out correctly by the NVDA Screen Reader technology impeding the visually impaired students to take tests.

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## Document Type

Known Issue

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## Information

This known issue was reported to occur using the NVDA Tool Speech Viewer.

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## KB Product

Learn SaaS

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## Last Modified Date

Fri Jun 06 23:20:21 GMT 2025

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## Release (General)

SaaS

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## Service Packs

Learn 3900.112.0;Learn 3900.114.0;Learn 3900.116.0

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## Steps to Replicate

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Create an Ultra View course and enroll an instructor and a student
3. Log into **Blackboard Learn Ultra Experience** as the instructor
4. Navigate into the course and create a **Test** as follows:
  1. Create a **Matching Question**
  2. Duplicate the question and add an image
  3. Create a **Numeric Question** without **MathType**
  4. Duplicate the question and add **MathType**
  5. Create a **Multiple Choice Question**
  6. Duplicate the question and add an image
  7. Create a **True/False Question**
  8. Duplicate the question and add an image
  9. Create a **Fill in the Blanks Question**
  10. Duplicate the question and add an image
  11. Create an **Essay Question**
5. Make the **Test** available
6. Log into **Blackboard Learn Ultra Experience** as the student and open the course
7. Enable the NVDA Screen Reader
8. Use the tab key to open the Test and get responses from the screen reader

**Observed Behavior:**

Screen reader does not read text appropriately.

**Expected Behavior:**

Screen reader reads the question text appropriately.

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**Summary**

Question Text is not Correctly Read by NVDA Screen Reader.

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**Symptoms**

Depending on the question type being used, and whether the question contains an image or not the question text is being read inconsistently by the screen reader.

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**Target Release**

SaaS-Fixed (v3900.121.0)

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**Title**

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