

The UW Approach

Generally, we have be relying on a support approach

- DO-IT
- Access Technology Center
- Information Technology Accessibility site
- SiteCheck service
- AccessibleWeb@U interest group
- · Individual and departmental interest
- Disabilities, Opportunities, Internetworking, and Technology http://www.washington.edu/doit/
- UW Information Technology Accessibility http://uw.edu/accessibility
- Access Technology Center http://uw.edu/itconnect/accessibility/atl/
- AccessibleWeb@U http://uw.edu/accessibility/accessibleweb/

Penn State University

- Subject of a 2010 complaint by the National Federation of the Blind to the Office of Civil Rights based on Title II of the Americans with Disabilities Act (ADA)
- · Consent decree reached in 2011
- Resulted in a campus-wide program with specific criteria, goals, and timelines

What NFB Complained About

- Departmental Web sites
 - Many sites, each with different accessibility problems.
 Sites on the WebLion CMS system had fewer problems, but much content in the sites was concompliant
- Course management software
 - ANGEL online system hosts course content, has email interface, calendar, assignments board, online chats, discussion groups, and gradebook – Most functions could not be used with assistive technology. ANGEL did provide a PDA mode, but most of the functions were not available in that mode.
- National Federation of the Blind Files Complaint Against Penn State http://nfb.org/node/1026

...Complaints

- Classroom equipment
 - Smart podiums could not be operated by blind speakers; assistance was required
- eLion system for registering for classes and accessing transcripts
 - Difficult for blind to access
- University ID cards use as debit cards on PNC bank
 - The PNC Web site was not accessible and only one ATM on campus had accommodations for accessibility

The OCR Process

- · Complaint received by OCR
- Evaluation of complaint
 - Does it fall within the scope of the laws OCR enforces (such as Title II of the Americans with Disabilities Act)?
 - Is the complaint on time
 - Does it contain enough information to proceed with the investigation
- If decision is that the subject of the complaint is non-compliant, a letter of non-compliance is sent
 - If not responsive, can lead to enforcement action
 - If responsive, OCR facilitates settlement discussions
- About the Office of Civil Rights http://www2.ed.gov/about/offices/list/ocr/aboutocr.html
- •OCR Complaint Processing Procedures -

http://www2.ed.gov/about/offices/list/ocr/complaints-how.html

Settlement

August 2011

- · Accessibility Audit
- Policy Statement
- Procurement
- · Library Services and Library Website
- · University Web Sites
- Course Management Systems
- Classrooms
- Clickers
- Bank (ATM and Website Accessibility)

[•]Settlement Between Penn State University and National Federation of the Blind - http://accessibility.psu.edu/nfbpsusettlement

Penn State's Response

- 1. "Penn State is committed to strive for full accessibility of all technologies we use to support teaching and learning."
- 2. Developed formal policy on Web Accessibility (AD69)
- 3. Define strategy for auditing Web resources and remediating inaccessible sites
- 4. Offer training and development opportunities
- 5. Provide contact person for disability issues for every campus
- 6. Work with faculty to make resources posted in ANGEL accessible
- Procure only technologies that have been certified as Act 508 accessible
- 8. Create "Accessibility and Usability at Penn State" Web site
 From "Penn State and Accessibility: Opportunities and Challenges –
 Senate Committee on Library, Information Systems and
 Technology"
- Accessibility and Plone Matt Barkau http://www.justin.tv/weblionab/b/319359260
- Penn State and Accessibility: Opportunities and Challenges Senate Committee on Library, Information Systems and Technology http://www.senate.psu.edu/agenda/2011-2012/jan2012/appe.pdf
- Policy AD69 Accessibility of Penn State Web Pages http://guru.psu.edu/policies/AD69.html
- AccessAbility Accessibility and Usability at Penn State http://accessibility.psu.edu/

Goals and Timelines

- By February 2012 Conduct accessibility audit
- By April 2012 Develop and disseminate corrective action strategy
- By July 2012 Each campus shall hire or designate a person to monitor progress
- By August 2012 Conduct training, instruction and support
- By August 2012 Provide faculty and staff with information and tools on how to ensure accessibility of their content
- By October 2012 Develop and institute technology procurement procedures
- By October 2012 Make Library Web site complient to WCAG 2.0 Level AA
 - Also make library search engine Level AA compliant across all collections
- By October 2012 Make all Web pages posted since August 2009 accessible

From "Settlement Between Penn State University and the National Federation of the Blind"

- Settlement Between Penn State University and National Federation of the Blind http://accessibility.psu.edu/nfbpsusettlement
- WCAG 2.0 Level AA Achecker http://achecker.ca/guideline/view guideline.php?id=8
- WebAIM's WCAG 2.0 Checklist http://webaim.org/standards/wcag/checklist/

General Approach

- Sell the benefits
- Focus on people's experience
- Test systems and content
- Build university skills
- Collaborate

From Web Accessibility: Pitfalls, Gotchas and Solutions – Matt Barkau

• Web Accessibility: Pitfalls, Gotchas, and Solutions http://presentations.cita.illinois.edu/2011-10-cic-it-forum/2011-10-cic-tech-forum-accessibility.pptx

The Eight Blockers

- No page <title/>
- No heading elements <h1/>...<h6/>
- No link element text or title="" attributes
- No form element label elements
- No caption elements and summary attributes
- No scope and id attributes to relate column and row headers to data
- No useful alt text for images, or are missing the alt attributes altogether
- No captions for videos

From HiSoftware Compliance Sheriff -NFB Checkpoint Remediation

•HiSoftware Compliance Sheriff - NFB Checkpoint Remediation - https://weblion.tlt.psu.edu/FogBugz/default.asp?W1078



• Accessibility and Usability at Penn State – http://accessibility.psu.edu

Education and Training

- Managers: Make accessible IT a priority and hold staff accountable
- Content authors: Need time to format content and craft navigation wording
- **System builders**: Need time to architect layers and to test with real users
- **System buyers**: Need time to check vendor's claims and educate vendors on accessibility needs
- Policy makers: Need consistent auditing and report for accountability

From Web Accessibility: Pitfalls, Gotchas, and Solutions – Matt Barkau

- •Web Accessibility: Pitfalls, Gotchas, and Solutions http://presentations.cita.illinois.edu/2011-10-cic-it-forum/2011-10-cic-tech-forum-accessibility.pptx
- HiSoftwareCompliance Sheriff https://weblion.tlt.psu.edu/FogBugz/default.asp?W1080
- Accessibility and Plone Matt Barkau http://www.justin.tv/weblionab/b/319359260

Review Teams

- Budget executives identify Web liaisons for each campus
- Liaisons systematically monitor sites on their campus
- Liaisons coordinate to reach goals
- Liaisons and Web developers attend an annual Web design conference held each June

How Does The Penn State Experience Relate to the UW?