



Overview of IT Accessibility Issues & Our UW Journey



Two UW Centers:

Access Technology Center (ATC)

- 1984-
- Funded by UW

DO-IT Center

- 1992-
- Supported with federal, state, corporate, private funds
- Expanded to DO-IT Japan, 2007



DO-IT



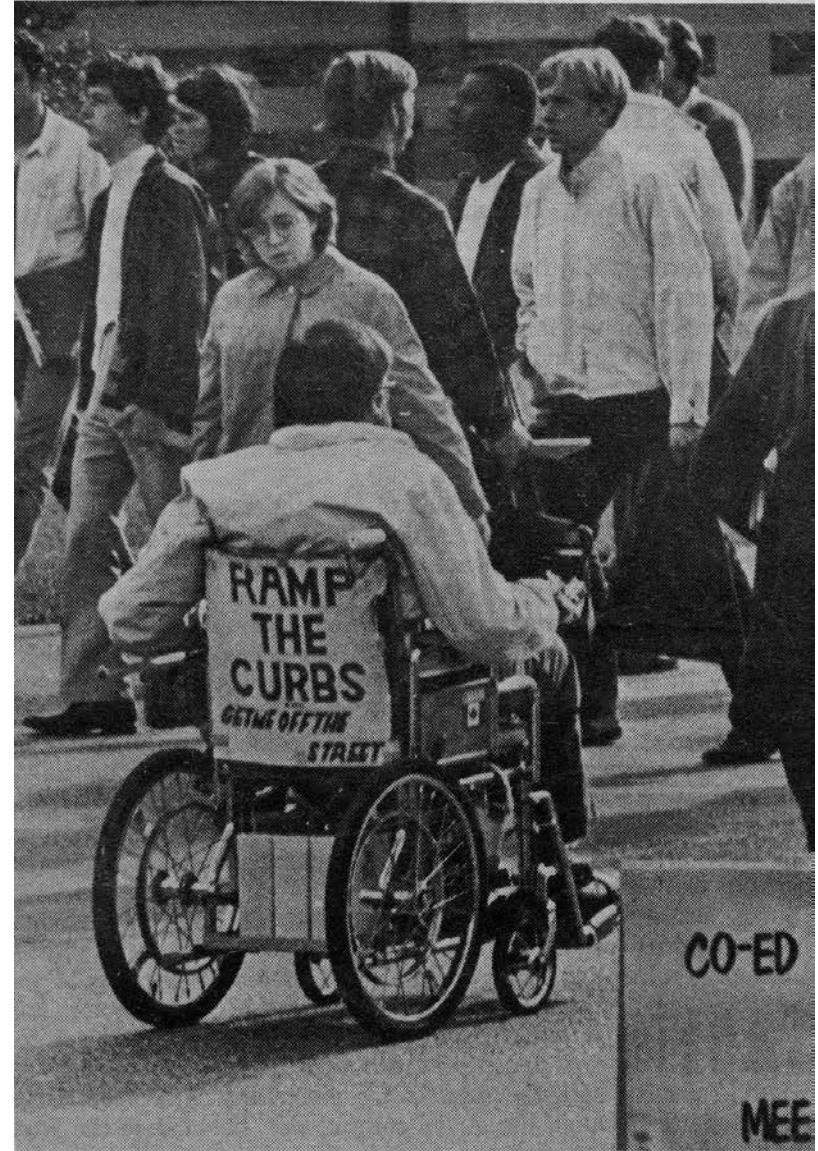
J a p a n

Topics of Presentation

- Approaches to Accessibility: Accommodations & Universal Design
- Civil Rights Complaints Regarding Inaccessible IT
- UW's Basic Approach to Accessible IT
- IT Accessibility Highlights at UW
- IT Accessibility "Ideal State"
- Key Aspects of UW Approach
- Resources

Ramp The Curbs

The Daily
1970



Forging a stream of humanity, this silent protester carries his campaign on his back. His goal: to end high-rise sidewalks. (photo by grant haller)

Ability on a Continuum



see

hear

walk

manage physical/mental health

read print

write with pen or pencil

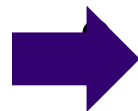
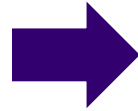
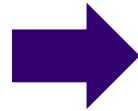
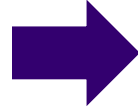
communicate verbally

tune out distraction

learn

Views of Disability

- Outcasts, shame
- Medical diagnosis
- Mainstream
- Social justice/ diversity



Access Approaches

Exclude,
offer charity

Cure,
rehabilitate

Accommodate

Apply universal design
+ accommodate





Accommodations:

An accommodation adjusts a product or environment to provide access to a specific person.

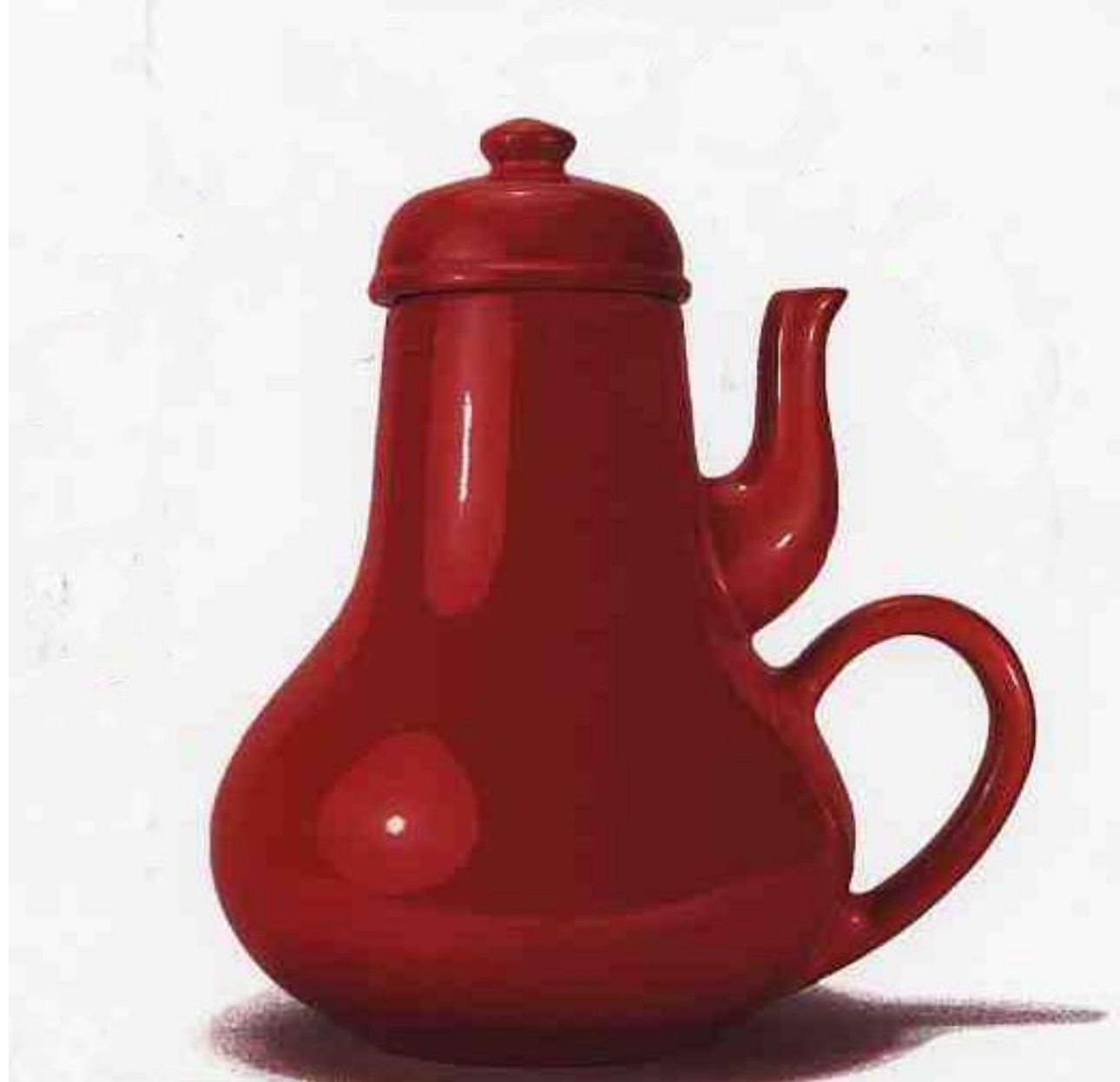


Examples of Accommodations:

- Extra time on tests
- Proctored exams
- Materials in alternative format
- Alternative assignments
- Moving to accessible classroom
- Sign language interpreters
- Note takers



*But sometimes it is the
design of the product or
environment that should be
reconsidered...*



“Coffeepot for Masochists”, Catalog of Unfindable Objects by Jacques Carelman; in Donald Norman’s *The Psychology of Everyday Things*, 1988



Universal Design =

“the design of products & environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.”

The Center for Universal Design

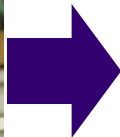
www.design.ncsu.edu/cut



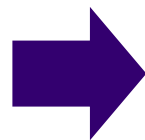
Apply UD to:

- instruction
- student services
- physical spaces
- technology

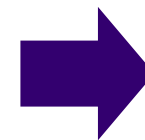




Inaccessible

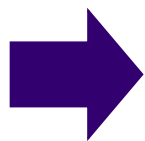


Accommodation

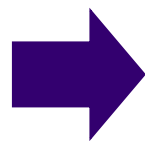


UD

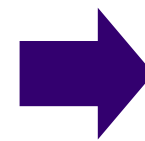
Uncap-
tioned
video



Interpreter
for student
who is deaf



Captioned
video



Captioned
& audio
described



Universally-designed Video

- Address multiple audiences in design
- Film with captions in mind
- Large, clear captions
- Searchable captions
- Design so that key content is spoken & visually presented
- Audio-described version available





Approaches to the Provision of Accessible IT Features

- As an accommodation for students with disabilities
- As a universal design feature for the purpose of ensuring access to everyone



UD – know it when you see it:



...at “skateboard park”

Examples of IT Barriers

- > Word, PowerPoint, & PDF files & web pages not designed to be accessible to screen readers used by people who are blind or have Dyslexia or other reading challenges
- > Some navigation not usable with the mouse alone
- > Uncaptioned videos not accessible to students who are deaf

UW-IT's Basic Approach to IT Accessibility

- Universal design & accommodations
- Distributed IT & distributed responsibility for accessibility
- Central unit (/ATS) with assistive technology showroom & IT accessibility consultation & training that works closely with DRS & DSO
- Extensive resources online, many funded with external funds

OCR/DoJ Complaints/Resolutions Agreements & Lawsuits RE IT Accessibility

University of Cincinnati • Youngstown State
University • University of Colorado-Boulder •
University of Montana-Missoula • UC Berkeley •
South Carolina Technical College System •
Louisiana Tech University • Maricopa
Community College District • Florida State
University • CSU Fullerton • California
Community Colleges • Ohio State University:
University of Kentucky • MIT • Harvard

Key Legislation

- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1990 and its 2008 Amendments

Definition of “Accessible”

“Accessible” means a person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use. The person with a disability must be able to obtain the information as fully, equally and independently as a person without a disability.

Legal Cases: Lessons Learned

- Conduct accessibility audit & develop corrective action strategy
- Develop & disseminate accessible IT policy
- Set and disseminate IT accessibility standards
- Provide training & education
- Develop procurement policies & procedures
- Develop & publicize grievance procedure
- Address developed, procured & used IT: websites; learning management systems; classroom technologies; bank ATMs; purchased software

IT Accessibility Highlights & UW

- 1984** >IT access support assigned, Micro Support Group
- 1990** >Access Technology Lab/Center began
- 1992** >DO-IT Center began with NSF funding
- 1993** >DO-IT began creating AT/accessible IT videos
 - >UW courses, presentations on AT began
- 1995** > First online learning course taught at UW & designed to be accessible

UW's First Online Course

- 1995
- Instructors: Sheryl Burgstahler & Norm Coombs
- Title: *Adaptive Technology for People with Disabilities*
- Technology: Email, discussion list, Gopher server, telnet, file transfer protocol
- Mailed materials: publications (also online), captioned & audio described VHS videos

IT Accessibility Highlights & UW

2001 > *AccessIT* funded by U.S. Department of Education

2002 > UW *AccessibleWeb @u* user group began, led by Rick Ells

> Accessibility incorporated into HTML training

2006 > *AccessComputing* funded by NSF

IT Accessibility Highlights

- 2006** > Hosted nationwide IT accessibility capacity-building institute
- 2011** > Began license & deploy *SiteImprove* to test the accessibility of campus websites
- 2012** > IT accessibility campus-wide task force
 - > Video... *What Campus Leaders Have to Say*
- 2013** > Video... *What Web Developers Have to Say*
 - > Launched proactive initiative to test website accessibility & assist webmasters

IT Accessibility Highlights

- 2014** > *Automatic Sync* contract for captioning signed
- > *SensusAccess* licensed for PDF accessibility
- > Increased efforts with UW IT development teams & outside vendors
- > Standard wording for knowledge/skills on accessible IT to for open job descriptions
- > Draft wording created to include in Purchasing questions for IT vendors
- > Video to promote captioning
- > Accessibility wording included in IT job listings

IT Accessibility Highlights & Plans

- 2015** >Capacity building institute for IT & disability professionals at 24 WA institutions
- >Capacity building institute for UW stakeholders
- >Video case study about captioning as a best teaching practice
- >Increase # of presentations on campus
- >Develop a formal group of IT accessibility contacts in departments/units?
- >Present accessibility awards?
- >What are your ideas?

IT@UW Accessibility “Ideal State”

- Campus-level task force with annual reports
- Guidance website
- Accessible “standard” web page templates
- IT accessibility consulting/testing services
- Accessibility included on IT dev/support teams
- Work with UW & vendor staff for LMSs, etc., in collaboration with other campuses
- Accessibility considered in IT purchasing

IT Accessibility “Ideal State”

- IT accessibility courses offered
- Accessibility included in general IT training
- Accessibility included in IT job postings
- IT accessibility leader in each campus unit
- Captioning promoted as a best practice
- Grant writers supported RE accessible IT
- Accessibility-awareness activities & products

IT Accessibility “Ideal State”

- Regular IT accessibility capacity-building institutes for UW & other WA schools
- Grants secured to supplement & expand reach of IT accessibility efforts
- Engaged in IT accessibility leadership through professional organizations & publications
- Students with disabilities accessibility/usability testers

IT Accessibility Task Force

Engages in ongoing activities & makes recommendations regarding:

- Enhancement of online resources
- Promotion of accessible IT
- Exploration & improvement of policies/processes

Goal, Legal & Policy Foundation, Guidelines, Target

- Goal: An inclusive university
- In accordance with applicable state & federal laws including Section 504 & ADAAA; & Executive Order 31
- “Guidelines” formal document under review
- How-to guidance provided on website
- Target: WCAG 2.0 Level AA guidelines

Resources



- **Access Technology Ctr**
- **Disability Resources for Students**
- ***Center for Universal Design in Higher Education***
www.uw.edu/doit/programs/center-universal-design-education/
- **AccessDL** www.uw.edu/doit/accessdl
- **Accessible Technology at UW**
www.uw.edu/accessibility/