Annual Campus Accessibility Forum

Information & Communication Technology (ICT) Committee
December 11th, 2019
4pm – 5:30pm
Agenda

- Overview
  - Background & Scope
  - University Response & Management
  - Corrective Action Plan (CAP)

- Progress reports
  - Software
  - Instructional Materials/Training
  - Web

- New Initiatives

- Q & A
Background

- Complaint
- Resolution Agreement
- Corrective Action Plan
Scope: Online Content & Functionality

- **Websites**
  - University website, Athletics website, University Catalog, etc.

- **Instructional Content**
  - Syllabi, assignments, databases & journals, etc.

- **Electronic Media**
  - **Documents**
    - PDFs, Word, Excel, PowerPoint, etc.
  - **Video/Audio**
    - YouTube, Vimeo, Kaltura, etc.

- **Software**
  - **Web Applications**
    - Ingeniux, WebCampus, MyNevada, etc.
  - **Mobile Applications**
    - SafePack, PackTransit, etc.
  - **Campus-wide Applications**
    - Office 365, Adobe Creative Cloud, etc.
University Response & Management

- **Oversight and Coordination**
  - Information and Communication Technology (ICT) Accessibility Committee

- **Policy**
  - Office of the Executive Vice President and Provost

- **ICT Subcommittees**
  - Audit
  - Software
  - Research and Scholarly Works

- **Staff**
  - Senior Web Developer & Web Interface Designers (MarCom)
  - Instructional Technologist (TLT)
  - ICT Accessibility Manager & Accessibility Analyst (OIT)

- **Budget**
  - FY2020
Major CAP Accessibility Dates

- Instructional Material: January 1, 2019
- Non-instructional Websites & Web Content: December 1, 2019
- CAP Complete: March 20, 2020
- New / Redeveloped: January 1, 2018
- OCR: April 4, 2020
- Progress Report: OCR Progress Report
Compliance Summary

- **03/27/19** – Submitted 2\(^{nd}\) CAP progress report
  - Requested an extension for the University website
  - Requested a waiver for the 3\(^{rd}\) progress report

- **04/04/19** – OCR accepted the 2\(^{nd}\) CAP progress report
  - OCR approved the extension for the University website
  - OCR approved the waiver for 2\(^{nd}\) CAP progress report

- **12/01/19** – Snapshot report generated for non-instructional websites and web applications
  - ICT Audit Subcommittee will share the final report with the Provost, President, Deans, Vice Presidents, Web Accessibility Liaisons and Faculty Senate
April 2020 Corrective Action Plan Progress Report

- ICT Audit Subcommittee responsible for generating the report
- The process will involve gathering the data, drafting the report, having stakeholders and legal review the document and propose revisions, before sending it off to OCR
- Planned start date of February 3rd, 2020
- The process takes approximately 2 months to complete
- Due to OCR by April 4th, 2020
Software

Shiva Pourgholaminejad

ICT Accessibility Analyst, Office of Information Technology
UNR ICT Accessibility Procurement

- The University procures ICT that is universal in design and accessible to all individuals, including individuals with disabilities.

- UNR adopted the Web Content Accessibility Guideline (WCAG) Version 2, level AA as the standard to examine the accessibility of ICTs.
What is WCAG?

- In order to be accessible, web content must be **Perceivable**, **Operable**, **Understandable**, and **Robust** (P.O.U.R.).
Perceivable

- We have to be able to perceive web content through at least one of our biological senses for it to be accessible at all.
- As a quick reminder, these are our senses: Sight, Sound, Touch, Taste and Smell.
Operable

- Make the input methods of web content available to a wide range of input devices, including:
  - Mouse, Keyboard, Touchscreen, Voice recognition software, and etc.

- Note:
  - Not everyone uses a computer like we do!
  - Everything has to work: In, Within, Through, and Out.
Understandable

- Design content and interfaces in a way that people can comprehend.

- Examples:
  - Specify the language `<html lang="en">`
  - Simplify the reading and vocabulary level.
  - Provide instructions, hints, and contextual help.
Robustness is about ensuring compatibility with a broad range of user agents, including assistive technologies and operating systems.
P.O.U.R.

- While the four principles are meant for people with disabilities, websites that adhere to these principles also tend to have more usable web content and are easier for search engines to crawl.
- Embracing digital accessibility is a more sustainable strategy as well.
Software Review Process

Gather Information
Submit Documents
ICT Review Process
ICT Accessibility Data Summary

- The number of software review requests per year and the average of project days (Duration: 10/24/2015 – 11/01/2019).

<table>
<thead>
<tr>
<th>Years</th>
<th>Quantity of ICT Products Reviewed Per Year</th>
<th>Average of Project Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>10</td>
<td>22</td>
</tr>
<tr>
<td>2016</td>
<td>32</td>
<td>145</td>
</tr>
<tr>
<td>2017</td>
<td>55</td>
<td>94</td>
</tr>
<tr>
<td>2018</td>
<td>68</td>
<td>72</td>
</tr>
<tr>
<td>2019</td>
<td>191</td>
<td>44</td>
</tr>
<tr>
<td>Total</td>
<td>356</td>
<td>65</td>
</tr>
</tbody>
</table>
The number of requests in each category

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Approved</th>
<th>In Progress</th>
<th>Not Approved</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible</td>
<td>109</td>
<td></td>
<td></td>
<td>109</td>
</tr>
<tr>
<td>In progress</td>
<td></td>
<td>80</td>
<td></td>
<td>80</td>
</tr>
<tr>
<td>No Decision</td>
<td></td>
<td></td>
<td>29</td>
<td>29</td>
</tr>
<tr>
<td>No Decision, EEAAP and Exception are in place.</td>
<td>13</td>
<td></td>
<td></td>
<td>13</td>
</tr>
<tr>
<td>Not Accessible</td>
<td></td>
<td></td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td>Not Accessible, EEAAP in Place</td>
<td>61</td>
<td></td>
<td></td>
<td>61</td>
</tr>
<tr>
<td>Not Accessible, EEAAP, and Exception are in place</td>
<td>36</td>
<td></td>
<td></td>
<td>36</td>
</tr>
<tr>
<td>Total</td>
<td>219</td>
<td>80</td>
<td>57</td>
<td>356</td>
</tr>
</tbody>
</table>
Instructional Materials

Don Massie

Instructional Technologist, Teaching & Learning Technologies (TLT)
WebCampus File Accessibility – ALLY Reports

- **Course information**
  - Total courses per semester
  - Instructional materials reports go to Deans
  - Allows TLT to identify trends and focus efforts

- **Content – type and deployment information**
  - Top severity problems
  - Top content deployments

- **Longitudinal data**
  - Available starting next year

### Fall 2019 Content Types (2567 courses)

<table>
<thead>
<tr>
<th>Content Type</th>
<th>Total Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDF Document</td>
<td>54453</td>
</tr>
<tr>
<td>Word Document</td>
<td>28715</td>
</tr>
<tr>
<td>Image</td>
<td>23638</td>
</tr>
<tr>
<td>Presentation (PowerPoint, etc.)</td>
<td>21152</td>
</tr>
<tr>
<td>Other</td>
<td>10008</td>
</tr>
<tr>
<td>HTML</td>
<td>1446</td>
</tr>
</tbody>
</table>
Ally – Improvements for Instructors

- Option to address “All Issues”
- Full course checker
  - Currently in testing
WebCampus Content Accessibility Checker

- **Rich Text Editor Accessibility Checker**
  - Icon present in the rich text editor
  - Together with Ally, provides accessibility assessment for most WebCampus content
STEM Improvements

- **WebCampus** – advanced math (& chemistry) editor updates
  - Expanded character set
  - MathJax addition – allows assistive technologies to read the math instead of, or in addition to, alternative text
Video Captioning

- **Required per WCAG 2.0 level AA**
  - 3-Play, machine (Verbit) with human updates, or manual captioning
  - Manual process follows DCMP captioning guidelines

- **2018 counts (at open forum)**
  - 662 videos and 211 hours captioned

- **2019 to date counts**
  - 872 videos and 235 hours captioned

- **Ability to report issues**
Works in progress

- **Low vision and learning disability support**
  - Microsoft Immersive Reader (currently in testing)

- **STEM solutions**
  - LaTeX to HTML, MathML, ChemML
  - Conversion support: Pandoc, MathJax, R Markdown
  - Software support: MathType, EquatIO, PDF options

- **Research and Scholarly Works Subcommittee**
  - Graduate repository – ScholarWorks content
  - Personal research papers and articles posted on instructional pages
Instructional Resources

- **ALLY**
- **Adobe Acrobat Pro**
- **Instructional Design Team**
  - Assistance with making your instructional materials accessible
  - Captioning services: captions@unr.edu
- **Training**
  - tlt.unr.edu
  - Departmental sessions/small group sessions can be scheduled for your group on request
Training

Don Massie

Instructional Technologist, Teaching & Learning Technologies (TLT)
Training Sessions

- **Basic Web Accessibility**
  - Annual requirement per OCR resolution
  - Face to Face and Online options
  - Enrollments are increasing; majority are now choosing online

- **Creating Accessible Office Documents**

- **PDF Remediation For Accessibility**

- **Accessible Files in WebCampus: Hands-on With Ally**

- **Planned for 2020:**
  - Adobe InDesign – setting up for accessibility
  - Best practices for accessible videos
  - Accessible Email best practices
  - Currently investigating EPUB solutions
Web

Kalena Pelekai-Wai

Chair, ICT Audit Subcommittee
ICT Accessibility Manager, Office of Information Technology
Web Property Registry

- **Total**
  - 265 total sites
  - 217 in Siteimprove
  - 188 active

- **Growth**
  - Web Registry: 19% increase (223 to 265)
  - Siteimprove sites: 38% increase (157 to 217)
  - Active sites: 20% increase (157 to 188)

- **Coverage**
  - 82% (217 of out 265)
Websites

- **September 10, 2018**
  - 3,493 Level A issues
  - 395 Level AA issues
  - 382,966 pages

- **November 7, 2019**
  - 4,088 Level A issues
  - 484 Level AA issues
  - 402,495 pages

- **Overall**
  - 17% increase in Level A
  - 23% increase in Level AA
Documents

- **PDFs**
  - **2019:** 46,473 PDFs
    - 27,594 (60%) were inaccessible
  - **2018:** 42,801 PDFs
    - 23,120 (54%) were inaccessible
  - **Overall**
    - 4,474 additional inaccessible PDFs (+19%)

- **Other Documents**
  - **2019:** 5,965
  - **2018:** 5,802
Videos

- **Hosted videos**
  - 114 videos discovered on the University YouTube (78) & Vimeo (36) accounts, 114 captioned

- **Embedded**
  - 2,298 embedded videos total across all sites
    - 1,865 YouTube Embeds
    - 454 Vimeo Embeds
University Website Redesign & Rebuild Project

- **Status**
  - New University website went live on February 2019

- **Phased Content Migration**
  - Began in November 2018 before launch
  - After launch several major sections went live

- **Progress**
  - Total builds/migrations: 235
  - Complete: 140 (~ 60%)
  - In progress: 43 (~ 18%)
  - Not complete: 52 (~ 22%)

- **Goal**
  - Complete migration by January 31, 2020

- **Other sites in the CMS**
  - library.unr.edu and med.unr.edu
University Website

- **Web**
  - **New Only:** 7 Level A & 1 Level AA issues; 4,050 pages
  - **New + Old:** 33 Level A & 2 Level AA issues; 11,761 pages
  - **2018:** 23 Level A & 2 Level AA issues; 16,111 pages

- **PDFs**
  - **New Only:** 19 inaccessible PDFs, 391 total PDFs (4.85%)
  - **New + Old:** 2,706 inaccessible PDFs, 4,498 total PDFs (75.26%)
  - **2018:** 5,054 inaccessible PDFs, 6,075 total PDFs (75.26%)
All Other Websites

- **Web**
  - **2019**: 4,048 Level A & 481 Level AA issues; 386,684 pages
  - **2018**: 3,976 Level A & 462 Level AA issues; 218,336 pages

- **PDFs**
  - **2019**: 24,869 inaccessible PDFs, 41,975 total PDFs (59.24%)
  - **2018**: 18,066 inaccessible PDFs, 36,086 total PDFs (50.06%)
  - **Overall**: 6,803 additional inaccessible PDFs (+38%)
Web Accessibility Resources

**Accessibility Website**
- Visit [www.unr.edu/accessibility](http://www.unr.edu/accessibility) to learn more about accessibility, ask a question, or submit a request

**Training**
- In-person: Basic Web Accessibility, PDF Remediation, CMS & Siteimprove
- Online courses: Siteimprove Academy & Lynda.com

**Tools**
- Siteimprove Intelligence Platform
- Chrome Extensions: Siteimprove Page Checker & WAVE Tool
- Adobe Acrobat Pro

**Technical Guidance**
- For guidance with web content within the University Website (CMS)
  - Contact [webhelp@unr.edu](mailto:webhelp@unr.edu)
- For guidance with all other websites
  - Contact your designated [Web Accessibility Liaison](mailto:webhelp@unr.edu)
New Initiatives

Kalena Pelekai-Wai

Chair, ICT Audit Subcommittee
ICT Accessibility Manager, Office of Information Technology
New Accessibility Section

- **Goals**
  - Central hub
  - Up-to-date information
  - Improve user experience

- **URL:** [www.unr.edu/accessibility](http://www.unr.edu/accessibility)
  - Central Content Management System (CMS)
  - Base template
  - Components
New Ticketing System and Digitized Workflows

- **TeamDynamix**
  - Enhanced ticketing and tracking

- **DocuSign**
  - Digital signatures

- **OnBase**
  - Digital document management and workflow
New Tools and Remediation Services

- **QA InfoTech**
  - Website and PDF remediation services for a fee

- **Commonlook**
  - PDF remediation services for a fee

- **Commonlook PDF**
  - Licensed plugin to assist with PDF remediation
New Partnerships

- **NSHE Accessibility Working Group**
  - NSHE, UNLV, TMCC, GBC, WNC, DRI, CSN

- **ICT Accessibility Committee**
  - Broadening the group to include physical and cultural aspects of accessibility
The End

- Thank you for your time and attention!
- For more information, please visit www.unr.edu/accessibility.
Questions