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2020 Accessibility Open Forum

Information & Communication Technology (ICT) Accessibility Committee

November 12th, 2020, 4pm – 5pm

via Microsoft Teams

Introduction

Steve Smith

Chair, ICT Accessibility Committee
Chief Information Officer and Vice Provost,
Office of Information Technology

Agenda

- Overview
 - Scope
- Accomplishments, Ongoing Efforts, and Challenges
 - Digital Accessibility
 - Physical Accessibility
 - Cultural Accessibility
- Q & A

Scope: Digital

■ Websites & Web Content

- University Website, School of Medicine & University Libraries Websites, etc.
- Headings, Links, Images, etc.
- PDFs, Word, Excel, PowerPoint, etc.
- YouTube, Vimeo, Kaltura, etc.

■ Software

- WebCampus, MyNevada, Office 365, Creative Cloud, etc.

■ Instructional Materials

- Syllabi
- Assignments
- Digital Textbooks & Supplemental Materials

■ Research & Scholarly Works

- Thesis & Dissertations
- Databases & Journals
- Research Websites & Applications

(New) Scope: Physical

■ **Physical Accessibility**

- Accessible parking
- Approach and entrances to buildings
- Restroom facilities
- Employee spaces

(New) Scope: Cultural

- **Cultural Accessibility**

- **Students Accommodations**

- Alternative Testing & Media Services
 - Auxiliary & Classroom Aides

- **Employees Accommodations**

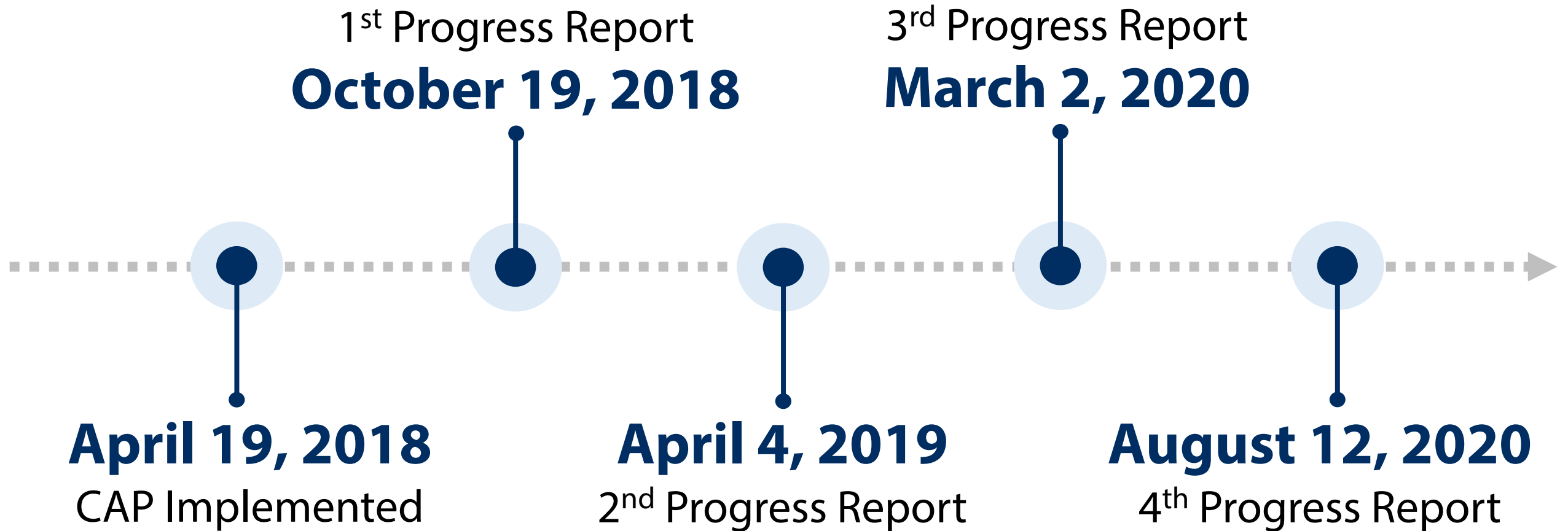
- Alternative Work Arrangements

Digital Accessibility – Compliance, Procurement, & Testing

Kalena Pelekai-Wai

ICT Accessibility Manager,
Office of Information Technology

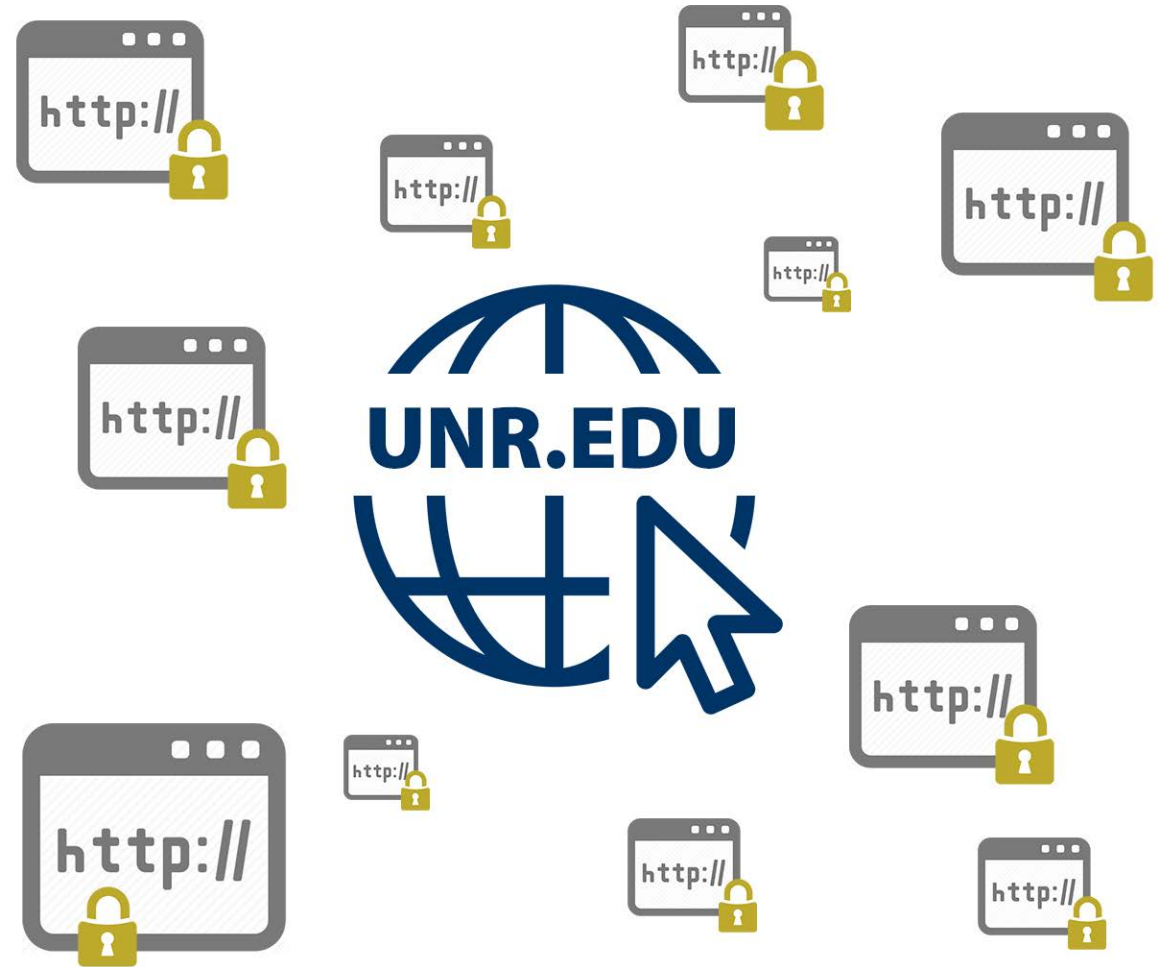
Compliance - OCR Progress Reports



Compliance - Digital Asset Registry

■ Breakdown

- 297 total websites (+32)
- 256 in Siteimprove (+39)
- 218 active (+30)
- 86% coverage (+4)
- Active, Publicly Available: 165
 - CMS websites: 3
 - UNR websites: 56
 - External websites: 106
- Active, Login Required: 53
- Development/Testing: 40



ICT Procurement Process – Explanation



ICT Procurement Process – Improvements

■ **Process**

- Single entry point
- Objective requirements
- Separated testing from initial review

■ **Ticketing (Formstack)**

- Enhanced tracking and request management

■ **Form (EEAAP & Exception)**

- Simplified Form
- E-signatures via DocuSign



ICT Procurement Process – Data Summary

- Average turnaround time decreased significantly while the number of accessibility reviews increased greatly

Year	ICT Accessibility Reviews	Average Turnaround Time
2016	32	135
2017	55	120
2018	68	82
2019	230	81
2020	384 (as of 10/26/20)	21
Total	693	-

Testing

- Prioritized Testing Schedule
 - High-impact/high-use digital assets
- AMP by Level Access
 - Automated, Manual, and Functional Testing
- Standard vs. Special ICT
 - Publicly-available websites
 - Login-required web applications
 - Digital Textbooks, Hardware, Kiosks, etc.



Digital Accessibility – Web Development

Deaon Kolbet-Clausell

Director of Web Development,
Office of Marketing & Communications

University Website Redesign & Rebuild Project

■ Status

- New University website went live on February 2019
- Research began December 2017

■ Accessibility first

- Accessibility built into design/development process
- Componentized design

■ Universal design

- University Libraries
- School of Medicine
- Colleges and divisions
- Nevada Today



University Website

■ Web

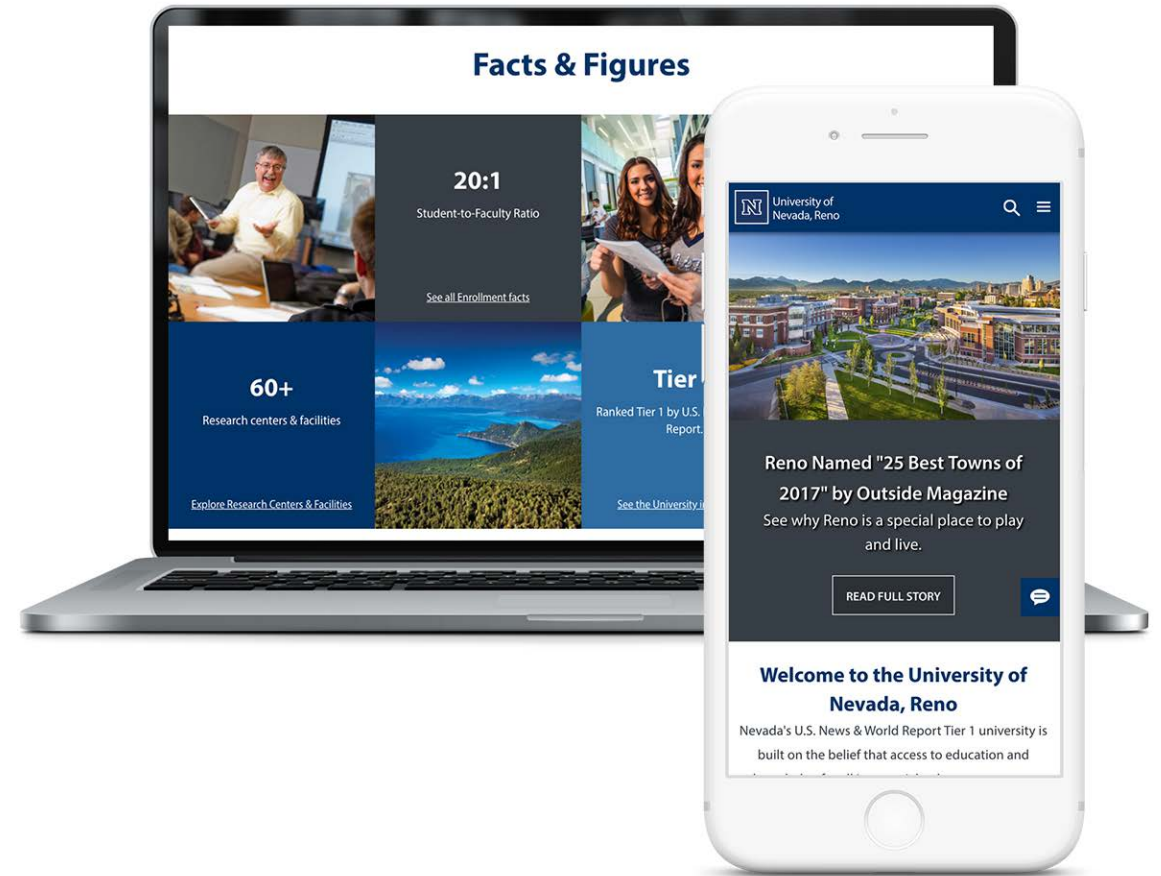
- 99.9/100 Siteimprove score

■ PDFs

- **November 2020:** 513 PDF documents, 1 issue
- **2018:** 5,054 inaccessible PDFs, 6,075 total PDFs

■ Improvements

- Regular accessibility updates
- Manual testing of new components before launch



Digital Accessibility – Content Accessibility

Kirstin Swagman

Chair, Web Subcommittee

Online Media Manager,

Office of Marketing & Communications

Ensuring Accessibility in the CMS

- All content is checked for accessibility **before** being published
- Similar process for PDFs – every PDF goes through an internal clearinghouse process in the CMS and is checked by SiteImprove before it is allowed to be published
- In the previous instance of the CMS, we had 7K+ inaccessible PDFs and more than 27K unused documents (currently about 500 PDFs, 1 inaccessible PDF)

CMS User Access

Campus users can request access to the CMS:

Access to the CMS requires the following:

- Authorization from their Dean or VP (similar to Formstack)
- One user per unit
- Users must be continuing employees (no student workers, GAs)
- Request form at unr.edu/web

Units do not need to designate a CMS user. We are happy to maintain your web content for you.

Document/Media Accessibility

- All documents linked from the public website, whether they are behind a login or not, must be accessible.
 - PDFs are checked by SiteImprove and hosted in the CMS
 - Word/Excel/PPT, etc. use the built-in checker and are hosted in NevadaBox
- All videos require human-edited captions. Auto-generated captions are a great start, but a human must review & correct.
 - Best practices for captioning: <https://dcmp.org/learn/captioningkey>
- No text in images (includes flyers/graphics with event details)
 - Use the University events calendar to get this information on your website
- Coming soon – accessible charts and graphs in the CMS

PackPages

- PackPages offers accessible templates for faculty, staff and student websites
- Site creators are responsible for content accessibility
 - Alt-text on images
 - Proper link text
 - Using headings
- Request a PackPages site at: <https://packpages.unr.edu/>

Digital Accessibility – Instructional Materials

Don Massie

Instructional Technologist,
Teaching & Learning Technologies (TLT)

WebCampus File Accessibility – ALLY Reports

■ Course and Content Information

- Instructional materials reports go to Deans
- Allows TLT to identify trends and focus efforts
- Top content deployments
- Top severity problems

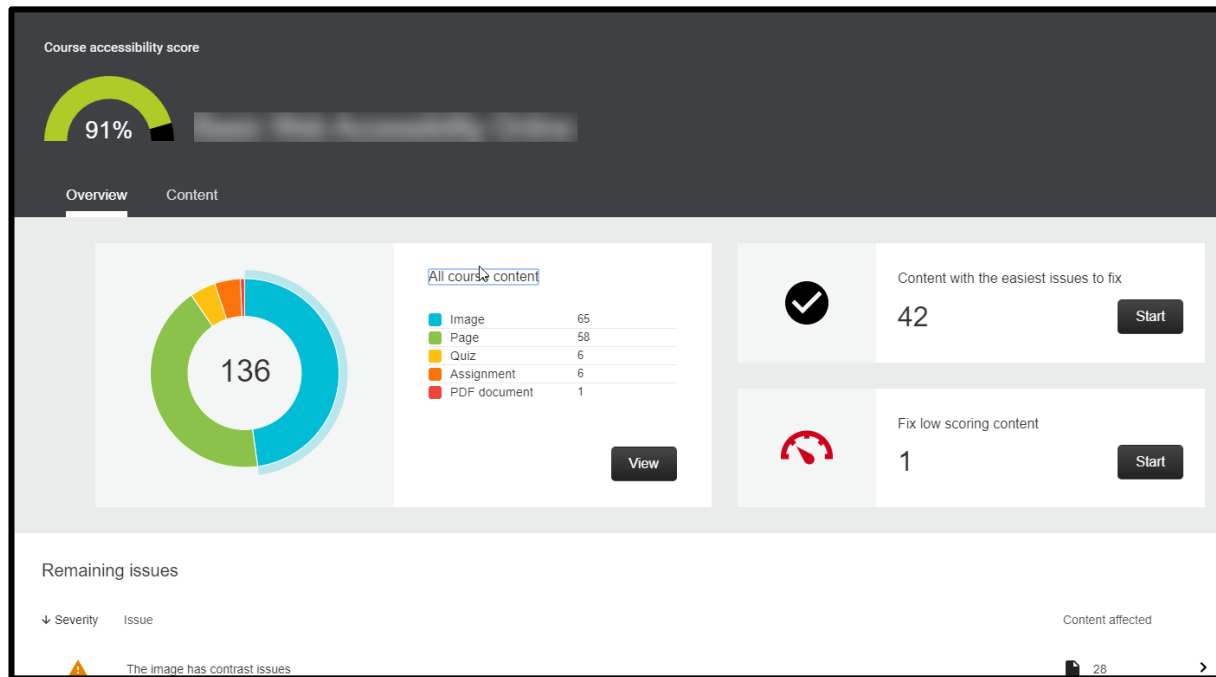
■ Longitudinal data

- Trends will be skewed due to pandemic

Content Type	Total Count Fall 2019 (2567 courses)	Total Count Fall 2020 (2866 courses)	% Change 2019-2020 (+11.6% courses)
PDF Document	54453	59171	+ 8.7 %
Word Document	28715	36926	+ 28.5%
Image	23638	53666	+ 127%
Presentation (PowerPoint, etc.)	21152	22983	+ 8.7%
Other	10008	13781	+ 37.7%
HTML	1446	3397	+ 134.9%

File and HTML Content Accessibility Checkers

- **Ally Full Course File Checker**



- **“Native” Rich Text Editor Accessibility Checker**



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Accessibility Checker

Issue 3/3 ?

Tables should include a caption describing the contents of the table.

Add a caption

Prev

Next

Apply

Video Captioning

- **Multiple Options**

- **2018**

- 662 videos and 211 hours captioned

- **2019**

- 872 videos and 235 hours captioned

- **2020 – Massive Increase**

- 3,124 videos and 814 hours captioned

- **Feature Updates**

- Ability to report issues
- Editing options available in WebCampus



Technology Updates and Works in Progress

- **Zoom**

- Record to cloud (for captions/transcripts)
- Live captioning functionality

- **Camtasia Licenses for Faculty**

- **EquatIO for STEM content**

- **TLT Accessibility Resources for Instructional Materials**

- Website updates in progress and ongoing (www.unr.edu/tlt/accessibility)
- Publisher platform testing

The Zoom logo, consisting of the word "zoom" in a blue, lowercase, sans-serif font.The TechSmith Camtasia logo, featuring a black square icon with a white 'X' inside, followed by the text "TechSmith" in black and "Camtasia" in green, with a trademark symbol.The EquatIO logo, featuring a blue geometric icon resembling a stylized 'E' or a square with internal lines, followed by the text "EquatIO" in blue, with a registered trademark symbol.

Instructional Resources & Training

- **ALLY**
- **Adobe Acrobat Pro**
- **Instructional Design Team**
 - Assistance with making your instructional materials accessible
 - Captioning services: captions@unr.edu
- **Training** (www.unr.edu/tlt)
 - Basic Web Accessibility – Various Options (~ 600 participants)
 - Other Sessions
 - Creating Accessible Office Documents
 - PDF Remediation For Accessibility
 - Accessible Files in WebCampus: Hands-on With Ally
 - Departmental sessions/small group sessions can be scheduled for your group on request



Physical Accessibility

Melissa Rutter

Director of Planning & Business Services,
Facilities Services

Presentation Outline

- Introduction to Facilities Services
 - Role of Planning and Construction
- The Americans with Disability Act
 - Definition and Requirements
 - Barrier Removal Studies and Prioritization
- University Efforts Toward Barrier Removal
 - The 2018 Study
 - Transition Planning
- Strategic Planning to Address Campus Needs
 - Process
 - Types of Projects and Costs
 - Funding Levels
 - Three-year System Plans

Facilities Planning & Construction Role

- Plan, Design and Construct
 - New facilities
 - Renovations and renewal of existing facilities
 - Large infrastructure improvements
 - Large maintenance repair projects
- Oversee an average of 365 distinct projects annually
- Average annual project expenditures of \$76.4M

Americans with Disabilities Act (ADA)

- **Disability:** *a physical or mental impairment that substantially limits a major life activity.*

*The Americans with Disabilities Act (ADA) protects qualified individuals with disabilities from discrimination on the basis of disability in services, programs and activities provided by state and local government entities...The ADA ensures that people with disabilities should be **able to arrive on a site, approach the building or facility and its amenities, and enter as freely as everyone else.***

- Department of Justice

ADA - Requirements

State and Local Governments are required to:

- Conduct a Self Evaluation – assess all barriers to facilities, services, programs, and activities
- Develop a Transition Plan – list barriers, prioritize them for removal, and work toward removing them



Prioritization of Barrier Removal

General Priorities Based on Barrier Types

- Priority 1: accessible parking, approach and entrances to buildings
- Priority 2: Regulated elements along routes
- Priority 3: Restroom facilities
- Priority 4: Other features and amenities
- Priority 5: Employee spaces, based on need

Prioritization of Barrier Removal (cont.)

- Prioritization is not strictly regulated by law. Priority should be given to barrier removal which would provide the greatest access. Reasonable and justifiable priorities should be established in coordination with program access, capital planning goals and budgetary considerations.
- The Disability Resources Center (DRC) has created a working group to assist with prioritization.

UNR Self Evaluations

- 2007: Initial Self Evaluation
- 2008: Developed a Transition Plan
- 2018: Conducted Second Study – focusing on athletic facilities, residence halls, and off-campus properties; shared results at a public meeting in September
- 2019: Updated Transition Plan

Strategic Plan Funding

Fund Type	FY 2017	FY 2018	FY 2019	FY 2020
State Appropriation	\$2.40M	\$2.40M	\$2.40M	\$2.40M
Operating Account	\$2.51M	\$2.72M	\$2.12M	\$0.87M
Salary & Util. Savings	\$3.82M	\$2.56M	\$2.02M	\$2.15M

- Average Annual Funding: \$7.09M (2017 – 2020)
- Declining from a high of \$8.73M in FY 2017 to \$5.42M in FY 2020
- Expected Funding in FY 2021: \$2.2M

Strategic Planning Systems

- ADA Barrier Removal
- Asphalt
- Building Envelope (brick, mortar, windows, doors)
- Classrooms
- Concrete and Sidewalks
- Electrical Infrastructure and Lighting
- Fire Alarm and Suppression Systems
- Flooring
- Landscaping and Landscape Elements
- Mechanical (heating, air conditioning, plumbing, gas)
- Paint
- Roofs
- Safety Items
- Vertical Transportation
- Water Distribution and Waste Systems



System: ADA Barrier Removal

- Spend approximately \$250,000 per year in addition to any funds spent as part of building renovations
- Up to 20% of the renovation cost addresses ADA compliance issues
- Working on Priority I items – Prioritized with the assistance of the DRC Committee; emphasis is on greatest access



2018 Study Summary

Identified a total of 1,485 items at +\$12.75M cost:

Priority Level	Number of Items	Rough Order Cost
Priority 1	485	\$7.35M
Priority 2	181	\$1.90M
Priority 3	577	\$2.39M
Priority 4	45	\$350K
Priority 5	224	\$760K

ADA System – Progress to Date

Fiscal Year	# of Projects	Total Cost
2015	15	\$334,716
2016	13	\$645,496
2017	5	\$168,052
2018	11	\$519,649
2019	3	\$208,278
2020	3	\$531,346
2021 (estimated)	4	\$295,000
TOTAL	54	\$2,702,536

ADA System – Progress to Date (cont.)

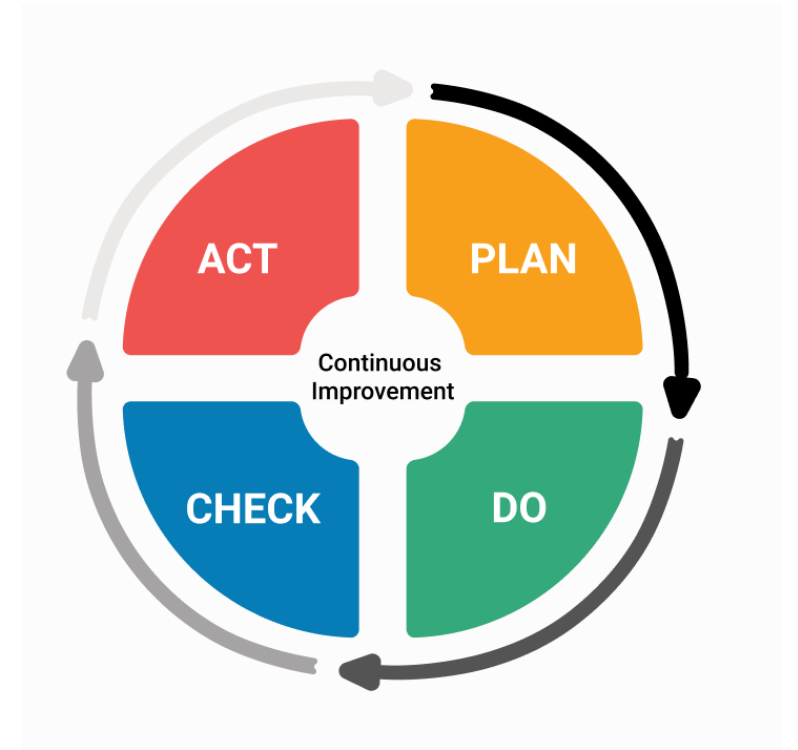
Fiscal Year	Full Building Renovations	Total Cost	20% ADA
2016	Lincoln Hall	\$8,617,517	\$1,723,503
2017	Thompson	\$4,700,000	\$940,000
2017	Palmer	\$12,100,000	\$2,420,000
2018	Agricultural Education	\$2,600,000	\$520,000
2019	Manzanita	\$9,400,000	\$1,880,000
2019	Facilities Services	\$4,945,300	\$989,060
2020	Chemistry/Physics	\$18,000,000	\$3,600,000
Total:		\$60,362,817	\$12,072,563

ADA System Plan for FY21

FY21 ADA Strategic Plan Projects	Costs
Repair Handrail Extensions in West Stadium Parking Complex	\$45,000.00
Install Campus Way Finding Signage	\$85,000.00
Repair Entrance Concrete Area at Canada Hall	\$15,000.00
Renovate Restrooms at Continuing Education and Anderson Medical Health	\$68,000.00
Total	\$213,000.00

Continuous Efforts to Remove ADA Barriers

- All construction plans are required to meet current building codes, but we recognize there is a difference between code and convenience
- Undergo an additional plan review by the DRC Plan Review Committee
- Planning & Construction personnel have ADA goals – to address where possible, not just where required
- Developing benchmarks to measure our performance
- Strong commitment to listen, seek input, and make improvements



Cultural Accessibility – Student Accommodations

Tyler Smith

Disability Accommodations Coordinator,
Disability Resource Center (DRC)

Disability Resource Center

- The purpose of the Disability Resource Center is to ensure that students with disabilities have equal access to participate in, contribute to, and benefit from all university programs.
- Our goal is to act as a catalyst for the elimination of both attitudinal and architectural barriers that present themselves throughout the university community. The DRC directly supports students with disabilities in achieving their goals-strengthening a climate of campus diversity.
- The DRC was created to meet the unique educational needs of undergraduate and graduate level students with disabilities. The staff at the DRC is available to provide these students with sensitive and individualized assistance at the student's request.

Cultural Accessibility – Employee Accommodations

Maria Doucettperry

Director, Equal Opportunity and Title IX

ADA Coordinator

Cultural Accessibility & The ADA

- **ADA and the ADA Amendments Act key provisions:**

- Prohibits discrimination in employment of individuals with disabilities in all aspects of employment.
- Requires employers to provide a reasonable accommodation for known disabilities of qualified applicants and employees.
- Requires employers to keep all medical records and information confidential.

Cultural Accessibility & The ADA (cont.)

- **What is discrimination?** Exclusion, Stereotypes, Microaggressions

- Exclusion: Denied access; Social isolation or marginalization.
- Stereotypes: Positive and negative generalizations about a group of people, including people with disabilities.
- Microaggressions: Indirect, subtle, possibly unintentional discriminatory comments or behavior toward members of a marginalized group, including people with disabilities.

- **What is a reasonable accommodation?** A reasonable accommodation is a modification or adjustment to a job, practice, policy, or the work environment that allows an individual with a disability to participate equally in an employment opportunity without creating an undue burden for the employer.

- **How do I file a request for a reasonable accommodation at the University of Nevada, Reno?**

Visit www.unr.edu/eotix

Questions & Answers



The End

- Thank you for your time and attention!
- Feedback survey,
www.unr.edu/accessibility/survey
- For more information, please visit:
 - www.unr.edu/accessibility
 - www.unr.edu/marcom
 - www.unr.edu/tlt
 - www.unr.edu/facilities
 - www.unr.edu/drc
 - www.unr.edu/eotix

