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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

1st Progress Report
October 19, 2018
CAP Implemented

April 19, 2018
CAP Implemented

2nd Progress Report
April 4, 2019

3rd Progress Report
March 2, 2020

4th Progress Report
August 12, 2020
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

- Accessibility Documentation
- ICT Procurement Request Form
- Digital Accessibility Review
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

<table>
<thead>
<tr>
<th>Year</th>
<th>ICT Accessibility Reviews</th>
<th>Average Turnaround Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>32</td>
<td>135</td>
</tr>
<tr>
<td>2017</td>
<td>55</td>
<td>120</td>
</tr>
<tr>
<td>2018</td>
<td>68</td>
<td>82</td>
</tr>
<tr>
<td>2019</td>
<td>230</td>
<td>81</td>
</tr>
<tr>
<td>2020</td>
<td>384 (as of 10/26/20)</td>
<td>21</td>
</tr>
<tr>
<td>Total</td>
<td>693</td>
<td>-</td>
</tr>
</tbody>
</table>
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 SitelImprove 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)
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

<table>
<thead>
<tr>
<th>Content Type</th>
<th>Total Count Fall 2019 (2567 courses)</th>
<th>Total Count Fall 2020 (2866 courses)</th>
<th>% Change 2019-2020 (+11.6% courses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDF Document</td>
<td>54453</td>
<td>59171</td>
<td>+ 8.7 %</td>
</tr>
<tr>
<td>Word Document</td>
<td>28715</td>
<td>36926</td>
<td>+ 28.5%</td>
</tr>
<tr>
<td>Image</td>
<td>23638</td>
<td>53666</td>
<td>+ 127%</td>
</tr>
<tr>
<td>Presentation (PowerPoint, etc.)</td>
<td>21152</td>
<td>22983</td>
<td>+ 8.7%</td>
</tr>
<tr>
<td>Other</td>
<td>10008</td>
<td>13781</td>
<td>+ 37.7%</td>
</tr>
<tr>
<td>HTML</td>
<td>1446</td>
<td>3397</td>
<td>+ 134.9%</td>
</tr>
</tbody>
</table>
File and HTML Content Accessibility Checkers

- Ally Full Course File Checker
- "Native" Rich Text Editor Accessibility Checker
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

Caption/Playback Problems? Click to Report Issues.
Email captions@unr.edu
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](http://www.unr.edu/tlt/accessibility))
  - Publisher platform testing
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](http://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
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

- 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

<table>
<thead>
<tr>
<th>Fund Type</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>FY 2020</th>
</tr>
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<tbody>
<tr>
<td>State Appropriation</td>
<td>$2.40M</td>
<td>$2.40M</td>
<td>$2.40M</td>
<td>$2.40M</td>
</tr>
<tr>
<td>Operating Account</td>
<td>$2.51M</td>
<td>$2.72M</td>
<td>$2.12M</td>
<td>$0.87M</td>
</tr>
<tr>
<td>Salary &amp; Util. Savings</td>
<td>$3.82M</td>
<td>$2.56M</td>
<td>$2.02M</td>
<td>$2.15M</td>
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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:

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Number of Items</th>
<th>Rough Order Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>485</td>
<td>$7.35M</td>
</tr>
<tr>
<td>Priority 2</td>
<td>181</td>
<td>$1.90M</td>
</tr>
<tr>
<td>Priority 3</td>
<td>577</td>
<td>$2.39M</td>
</tr>
<tr>
<td>Priority 4</td>
<td>45</td>
<td>$350K</td>
</tr>
<tr>
<td>Priority 5</td>
<td>224</td>
<td>$760K</td>
</tr>
</tbody>
</table>
## ADA System – Progress to Date

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th># of Projects</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>15</td>
<td>$334,716</td>
</tr>
<tr>
<td>2016</td>
<td>13</td>
<td>$645,496</td>
</tr>
<tr>
<td>2017</td>
<td>5</td>
<td>$168,052</td>
</tr>
<tr>
<td>2018</td>
<td>11</td>
<td>$519,649</td>
</tr>
<tr>
<td>2019</td>
<td>3</td>
<td>$208,278</td>
</tr>
<tr>
<td>2020</td>
<td>3</td>
<td>$531,346</td>
</tr>
<tr>
<td>2021 (estimated)</td>
<td>4</td>
<td>$295,000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>54</strong></td>
<td><strong>$2,702,536</strong></td>
</tr>
<tr>
<td>Fiscal Year</td>
<td>Full Building Renovations</td>
<td>Total Cost</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>2016</td>
<td>Lincoln Hall</td>
<td>$8,617,517</td>
</tr>
<tr>
<td>2017</td>
<td>Thompson</td>
<td>$4,700,000</td>
</tr>
<tr>
<td>2017</td>
<td>Palmer</td>
<td>$12,100,000</td>
</tr>
<tr>
<td>2018</td>
<td>Agricultural Education</td>
<td>$2,600,000</td>
</tr>
<tr>
<td>2019</td>
<td>Manzanita</td>
<td>$9,400,000</td>
</tr>
<tr>
<td>2019</td>
<td>Facilities Services</td>
<td>$4,945,300</td>
</tr>
<tr>
<td>2020</td>
<td>Chemistry/Physics</td>
<td>$18,000,000</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td></td>
<td><strong>$60,362,817</strong></td>
</tr>
</tbody>
</table>
### FY21 ADA Strategic Plan Projects

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repair Handrail Extensions in West Stadium Parking Complex</td>
<td>$45,000.00</td>
</tr>
<tr>
<td>Install Campus Way Finding Signage</td>
<td>$85,000.00</td>
</tr>
<tr>
<td>Repair Entrance Concrete Area at Canada Hall</td>
<td>$15,000.00</td>
</tr>
<tr>
<td>Renovate Restrooms at Continuing Education and Anderson Medical Health</td>
<td>$68,000.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$213,000.00</strong></td>
</tr>
</tbody>
</table>
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](http://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