

Implementing a University-Wide Accessibility Program at Penn State

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Penn State

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ARL Membership Meeting

Washington, DC

Overview

- The agreement with the National Federation for the Blind (October, 2011) has strengthened our efforts to develop a coordinated approach (<http://accessibility.psu.edu>)
- This presentation will review the agreement's key elements and describe the university's strategies to achieve its accessibility vision
- And I offer a reflection on CourseLoad and e-texts

A Word about Penn State

- Established 1855, PA's Land Grant
- 24 campus locations + large World Campus
- 96K students, 9K faculty, 28K staff
- \$805M annual research expenditure
- 21K degrees awarded in 2011-2012
- 560K Alum, 169K+ Alumni Assoc members;
1 out of 720 Americans an alum; 1 of 70 in PA

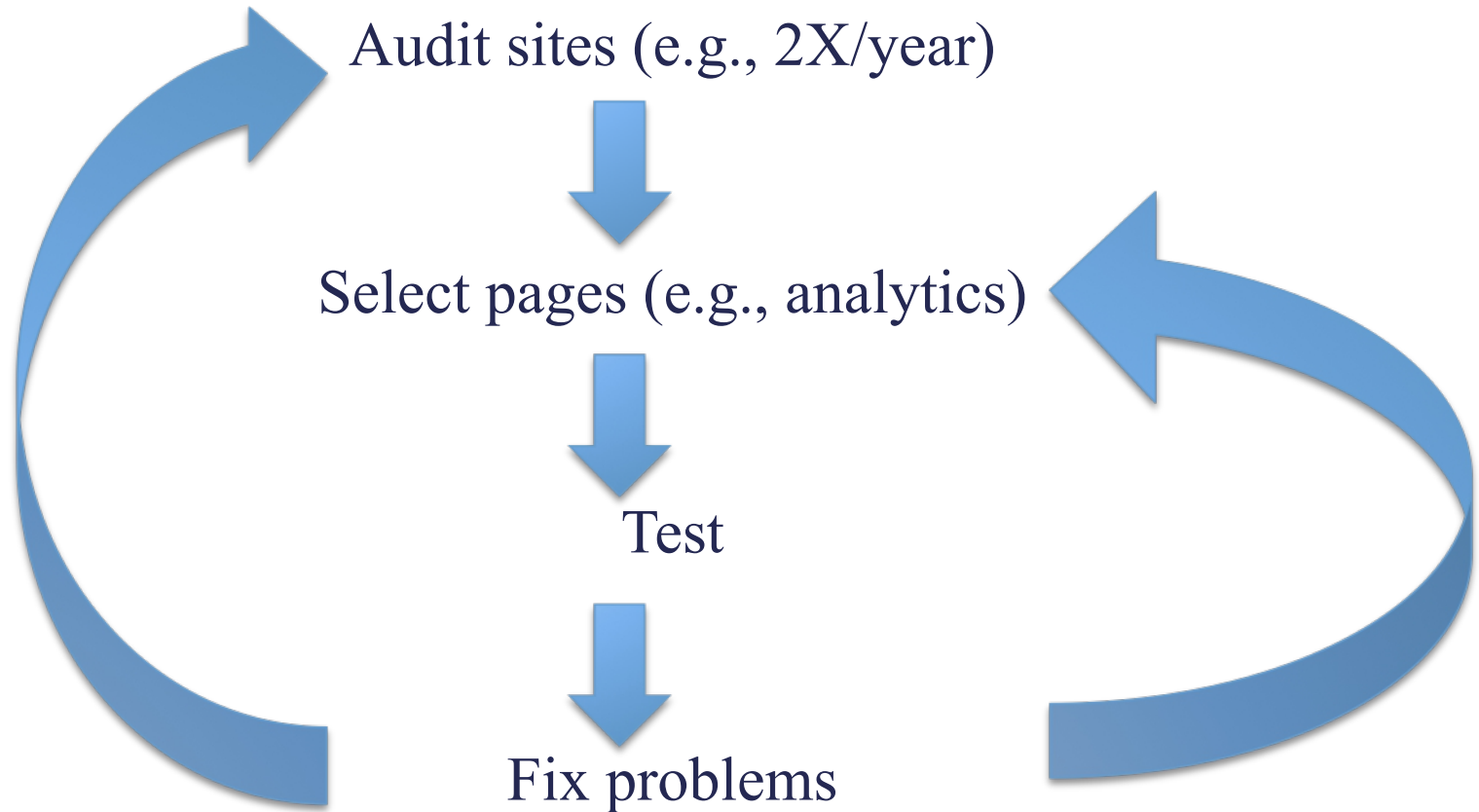
Elements of the Plan

- Accessibility audit
- Policy changes
- Procurement
- Course management system (ANGEL)
- University libraries' web accessibility
- Classrooms
- Clickers
-

Accessibility Audit

- In January 2012, PSU licensed HiSoftware, a website accessibility audit application
 - Budget units were trained on HiSoftware by appointed Web Liaisons
- The Accessible Technology Information (ATI) Committee conducted a scan of a sample of official PSU web sites
 - The audit established a baseline to be utilized to establish assessment and measurements of progress to attain compliance with University Policy AD-69.
- A three-year corrective action plan was developed, including dates, action items, goals, and leaders responsible

Overview of Triage Approach



- Triage Method for Web Accessibility link:
 - <http://accessibility.psu.edu/triage>

Accessibility Audit

- In March 2012, a report from every Web Liaison's unit was generated to enable assessment of each unit's status and begin to prioritize a plan for corrective action and remediation
- In April, 2012 the results of the audit and strategic plan were shared and the University's three-year plan and corrective action plan were posted on <http://accessibility.psu.edu>
- In September 2012, each Web Liaison unit submitted a progress report outlining each unit's progress on web site remediation
 - The Web Liaison group will continue to regularly assess progress

Policy Changes

- In August, 2011, Penn State updated its web accessibility policy AD69 to require conformance with Web Content Accessibility Guidelines version 2.0, Conformance Level AA
 - PSU distributed its policies and procedures on accessibility through Web Liaisons, numerous trainings, workshops, meetings and sessions with faculty, staff, and administrators
- On April 24, 2012, the Faculty Senate revised Senate Policy 43-00 (Syllabus) formally requiring all course syllabi to contain a statement informing students with disabilities of their rights and options and directing students to the Penn State Office of Disability Services

Policy Changes

- Penn States supports a comprehensive training and information resource for web accessibility at <http://accessibility.psu.edu/> . It includes:
 - Information about Penn State accessibility policy
 - Plans for implementing accessibility audits and repairs
 - The NFB agreement language
 - Information on how to optimize accessibility for multiple technology options and document types
- This site has been utilized widely throughout the University and over 75 pages of content were either added or updated
- Some universities simply point to our site and say: “Ditto”

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Procurement

- ATI is currently consulting with the PSU's purchasing group on their obligations with respect to the Agreement
- ATI will provide for support to Purchasing to evaluate vendor claims made in Voluntary Product Accessibility Templates (VPAT) and Requests for Purchases (RFP)
- ATI is currently working with Purchasing staff on language requiring accessibility in RFPs and purchase / license contracts

Course Management Systems

- PSU decides to begin search for new course management system 2009 because ANGEL was purchased by Blackboard
- Team put together to research new systems and included a team on accessibility; pilots of proposed new systems included IT staff and faculty with knowledge of accessibility issues
 - Pilots included students who used screen readers
- In May we reached an agreement with Blackboard .to address all of the accessibility issues in ANGEL 8.0 and future versions, so we have a roadmap for this important part of our environment.

University Libraries' Web Accessibility

- Phase I: implementation plan in place for accessibility of all Library Web sites and search engines by October 2012
- Phase II: ongoing evaluation and remediation of collections and archives not part of web site
- Web accessibility team of seven individuals, with additional assistance available as needed

University Libraries' Web Accessibility

- All pages are based on templates that have been re-written to be 100% accessible
- Page Content has been reworked through a step-by-step, iterative process of ongoing testing and remediation
- Assets
 - Word, PDF, PPT, etc
 - Reviewed all assets viewed at least once in last 6 months (based on Google Analytics)
 - Work with web authors to remove, remediate or replace inaccessible assets.

Web Site Testing

Site: Penn State University Libraries | Group: Entire site

Site summary | SiteInventory | LinkCheck | SpellCheck | Accessibility

Summary | Text Equivalents | Navigation | Structure | HTML | CSS

Show: Overview | Action required | A criteria | AA criteria | Information

Text Equivalents	Navigation
Images	Navigation adds
Not reviewed: 691 images require review.	Access keys: No pages using access keys
Add alt text: 2 images require that alt text is added.	Tab index: 3 pages using one or more Tab index, 4,306 pages not using Tab index
Change alt text: 6 images require a change of alt text.	
Remove alt text: 1 image requires the removal of alt text.	
Decorative: 1 image	
Non-decorative: 16 images	
Video	
Not reviewed: 10 videos	
Audio	
Not reviewed: 6 audio files	
Issues detected automatically	
Missing alt attributes: 127 images	
Image map area alt: 4 pages	
object with no title: 35 pages	
object with empty title: 35 pages	
Structure	
Tables	
Not reviewed: 939 tables require review.	
Add elements: 21 pages	
Remove elements: 67 pages	
Data tables: 8 data tables	
Layout tables: 31 layout tables	
Unsure: 9 tables for which a decision could not be made.	
Issues Detected Automatically	
Input field, no label: 89 pages	
Header nesting: h3: 9 pages	
title missing: 2 pages	
Textarea, no label: 46 pages	
Radio btn, no label: 45 pages	
Checkbox, no label: 12 pages	
title is empty: 2 pages	
Header nesting: h1: 1 page	
Header nesting: h2: 163 pages	
Select, no label: 53 pages	

HTML Validation	Cascading Style Sheets (CSS)
Validation	External CSS validation
All pages: 4,309 (100.00%)	All CSS: 48 (100.00%)
Invalid pages: 4,307 (99.95%)	Valid CSS: 24 (50.00%)
Pages not processed: 2 (0.05%)	Invalid CSS: 20 (41.67%)
Issues detected automatically	Broken CSS links
font used: 9 pages	4 (8.33%)
Embedded CSS validation	
All pages: 3 (100.00%)	
Valid styles: 2 (66.67%)	
Invalid styles: 1 (33.33%)	

SiteCheck Software August, 2011-August, 2012

Text Equivalents	
Images	
Not Reviewed?	691 images require review.
Add alt text?	2 images require that alt text is added.
Change alt text?	6 images require a change of alt text.
Remove alt text?	1 image requires the removal of alt text.
Decorative?	1 image
Non-decorative?	16 images
Video	
Not reviewed?	10 videos
Audio	
Not reviewed?	6 audio files
Issues detected automatically	
Missing alt attributes?	127 images
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Remove alt text: 1 image requires the removal of alt text.	
Decorative: 1 image	
Non-decorative: 16 images	
Video	
Not reviewed: 10 videos	
Audio	
Not reviewed: 6 audio files	
Issues detected automatically	
Missing alt attributes?: 127 images	
Image map area alt?: 4 pages	
object with no title?: 35 pages	
object with empty title?: 35 pages	
Structure	
Tables	
Not reviewed: 539 tables require review.	
Add elements: 21 pages	
Remove elements: 67 pages	
Data tables: 8 data tables	
Layout tables: 31 layout tables	
Unclear: 9 tables for which a decision could not be made.	
Issues Detected Automatically	
Input field, no label: 89 pages	
Header nesting: h3: 9 pages	
title missing: 2 pages	
Textarea, no label: 46 pages	
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HiSoftware Compliance Sheriff
February, 2012-ongoing



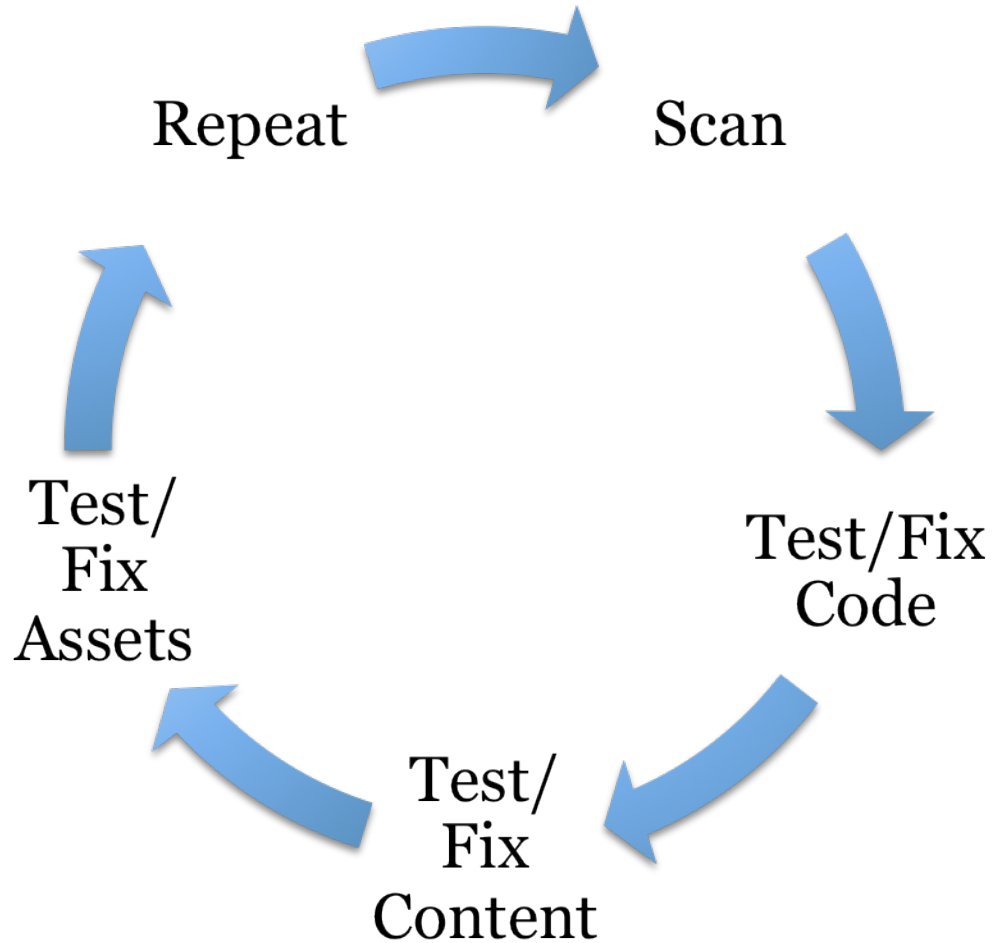
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Web Site Testing



Web Site Ongoing Accessibility

- New policies and guidelines for web pages:
 - Revised Web Accessibility Policy (UL AD15)
 - Revised Content Management System Policy (UL AD19)
 - Revised Web Accessibility Statement
 - Advanced accessibility training required for all web content authors
- Implemented new feedback form for:
 - Requesting assistance from Adaptive Technologies
 - Reporting an accessibility issue
 - Requesting a resource in an alternative format
- Weekly accessibility scans of entire web site
 - Distributed accessibility specialists responsible for ongoing remediation

Libraries Microgrant

- Screen reader (JAWS) guides for popular Libraries' databases



Library Partnerships



Adobe



SerialsSolutions[®]
A ProQuest[®] Company

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Libraries Phase 2: What's next?

- Collections platforms
- Partnerships with vendors (new and ongoing)
- Resource review and reporting
- More screen reader guides
- New Adaptive Technology and Services lab on 1st floor of University Library, front and center.
- Universal Design of all University Libraries, physical and virtual
- Implications? ARL is producing a paper on accessibility, and what PSU has done has implications for all libraries.

Classrooms

- PSU modified podium design to allow instructors to access podiums without unlocking
 - New podiums will be in place in 55 rooms by Aug. 24, 2012, and will be phased in to other locations as rooms are updated or added
 - Braille identification is being added to the touch panel functions buttons
 - PSU made programming changes to Crestron podium control systems that will allow a user to bypass the touch screen log-in using voice control
 - This programming will be activated in rooms on an as-requested basis

Clickers

- PSU chose I-clicker (<http://www.iclicker.com/products/accessibility/>) based upon student and faculty feedback. Accessibility features:
 - 6 large buttons with raised letters
 - Steady green light indicates the vote was received while a blinking red light indicates the vote was not received for students who are color blind or have low vision
 - Visually impaired individuals raised battery compartment as a tactile reference point. Free Braille stickers to be placed alongside the buttons. NEW vibrating clickers give students with visual impairments evidence of vote confirmation
 - The NEW [web>clicker](#) is a browser-based voting application specifically focused on the needs of students with disabilities

A Reflection on Courseload

- Recently NFB complained publicly about the Educause-sponsored pilot of Courseload (an e-text product) because of the inaccessibility of textbooks in this platform
 - <http://campustechnology.com/articles/2012/10/02/national-federation-of-the-blind-tak>
- This pilot involves ~20+ universities, and some have dropped out of the pilot
- While universities have always been committed to innovation and pilots, it is critical that strategies for accessibility be built into the pilot, not bolted on after a pilot starts

The Way Ahead

- You can track our progress at our accessibility website:
<http://accessibility.psu.edu>