

# Implementing a University-Wide Accessibility Program at Penn State

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# 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

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- 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

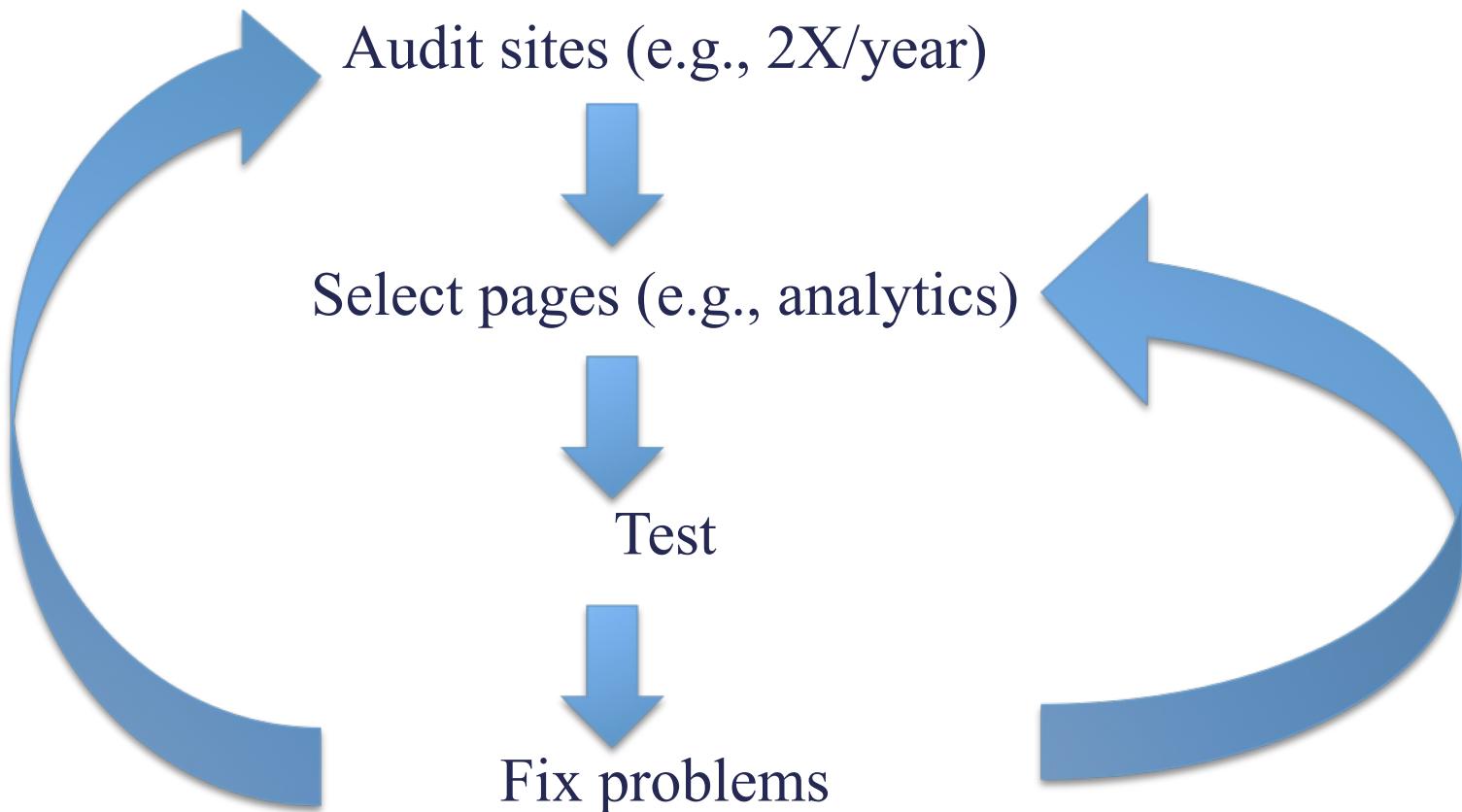
# Elements of the Plan

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

PENNSTATE



# 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; lots 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

Screenshot of SiteImprove webtools interface showing site analysis results for Penn State University Libraries.

Check out the [Beta release](#)

Support & Suggestions

Site: Penn State University Libraries Group: Entire site Jan 23, 2012 5:19 pm

Site summary | SiteInventory | LinkCheck | SpellCheck | Accessibility | SUMMARY | TEXT EQUIVALENTS | NAVIGATION | STRUCTURE | HTML | CSS |

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

**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
- Not reviewed: 10 videos
- Video
- Not reviewed: 6 audio files
- Audio
- 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
- Unused: 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 button, 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

**SiteCheck Software**

**August, 2011-August, 2012**

**Text Equivalents**

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# Web Site Testing

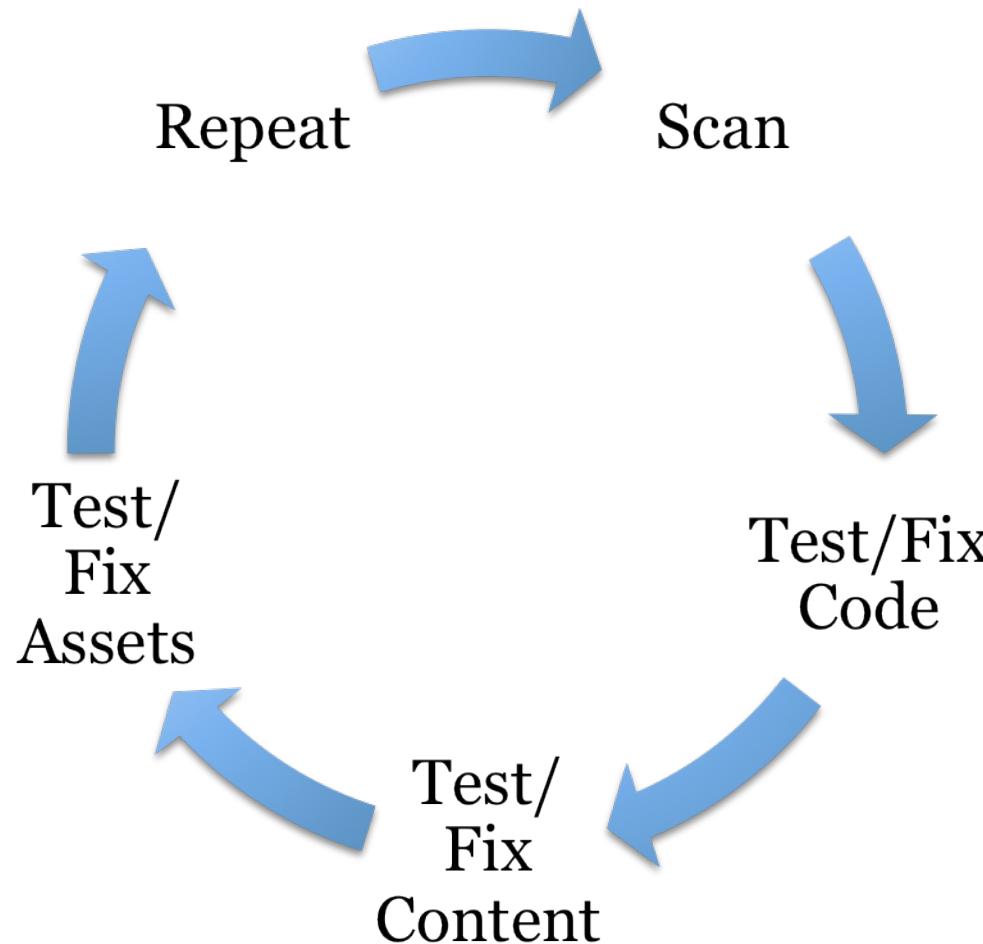
HiSoftware Compliance Sheriff  
February, 2012-ongoing

The screenshot shows the SiteImprove webtools interface for Penn State University Libraries. The main window displays various accessibility issues categorized under Text Equivalents, Navigation, Structure, and Issues detected automatically. A callout box highlights the 'Missing alt attributes' section, which lists 127 images across 4 pages. Other categories shown include Images, Navigation aids, Video, Audio, and Tables.

Issue Type	Count	Description
Missing alt attributes	127	Images
Image map area alt?	4	Pages
object with no title?	35	Pages
object with empty title?	35	Pages



# 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 innovation  
**micro****grant**

# Library Partnerships



**Adobe**



**SerialsSolutions®**  
A ProQuest® Company



# 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://campustechology.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>