

The background of the slide is a photograph of the Mt. SAC campus at dusk or dawn. In the foreground, there are green hills and a road with light trails from cars. In the middle ground, the campus buildings and parking lots are visible, illuminated by lights. In the background, a range of mountains with snow-capped peaks is visible under a clear sky. A semi-transparent white box is overlaid on the middle of the image, containing the title and presenter information.

# **Web Accessibility at Mt. SAC**

Presented by Eric Turner, Web and Portal Services

*September 19, 2017*

# Relevant Legislation

Section 504 of the Rehabilitation Act of 1973 states that “no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under” any program or activity that either receives Federal financial assistance or is conducted by any Executive agency or the United States Postal Service.

# Accessibility Law Refresh

On January 18, 2017, The Architectural and Transportation Barriers Compliance Board (or Access Board) published a [final rule](#) that updates requirements for Information and Communication Technology covered by Section 508 of the Rehabilitation Act of 1973

- Section 508 requires the U.S. federal government to take accessibility into account when procuring information technologies: websites, telephones, copiers, computers, and other technologies, including both hardware and software
- It applies to the federal government and to anyone doing business with, or receiving funds from, the federal government
- Section 508 is being refreshed and will require all websites to conform to WCAG 2.0 Level A and AA guidelines
- Compliance with the 508-based standards **required January 18, 2018**

# We Do Not Want to Get “the Letter” ...

- 2016 UC Berkeley Complaint: Free online courses deemed inaccessible and was in violation of the Americans with Disabilities Act (ADA)—Still Pending
- 2016 Miami State University Complaint: Discriminated on the basis of disability and excluded qualified individuals from participating in and denying benefits of their services and activities—The decree requires reforms to Miami’s procurement practices. Miami will pay \$25,000 to compensate individuals with disabilities
- 2015 Harvard and M.I.T. Complaint: Violate antidiscrimination laws by failing to provide closed captioning in online lectures, courses, podcasts and other educational materials—Still Pending

SUNY Delhi, State University of New York just received a non-compliance complaint letter

# Web Content Accessibility Guidelines (WCAG) 2.0

WCAG 2.0 defines how to make Web content accessible to individuals with disabilities

Organized around [4 Principles](#) and 12 Guidelines

- **P**erceivable
- **O**perable
- **U**nderstandable
- **R**obust



# Principle 1 – Perceivable

- Guideline **1.1 – Text Alternatives**: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language
- Guideline **1.2 – Time-based Media**: Provide alternatives for time-based media
- Guideline **1.3 – Adaptable**: Create content that can be presented in different ways (for example simpler layout) without losing information or structure
- Guideline **1.4 – Distinguishable**: Make it easier for users to see and hear content including separating foreground from background

## Principle 2 – Operable

- Guideline **2.1 – Keyboard Accessible**: Make all functionality available from a keyboard
- Guideline **2.2 – Enough Time**: Provide users enough time to read and use content
- Guideline **2.3 – Seizures**: Do not design content in a way that is known to cause seizures
- Guideline **2.4 – Navigable**: Provide ways to help users navigate, find content, and determine where they are.

# Principle 3 – Understandable

- Guideline **3.1 – Readable**: Make text content readable and understandable
- Guideline **3.2 – Predictable**: Make Web pages appear and operate in predictable ways
- Guideline **3.3 – Input Assistance**: Help users avoid and correct mistakes



## Principle 4 – Robust

- Guideline **4.1 – Compatible**: Maximize compatibility with current and future user agents, including assistive technologies

# Our Accessibility Progress

- “I was amazed by how few items Mt. SAC had!” – Andrew Soderberg
- Site Cues in the header – the first community college in California to offer the screen assistance tool in our header
- Accessibility Statement and Feedback is available in the footer of every web page
- Most images had alt-tags
- Most videos are captioned

# Our Accessibility Challenge

- Image Alt tags that exist but simply say “Image”
- Some video/audio aren’t captioned, especially off site
- Page titles that are generic “Mt. SAC”
- Hyperlinks that don’t say where you’re going “click here”
- Headings that are out of order “H1 – H3 – H2”
- Web editors are not aware of accessibility standards
- New accessibility errors are added daily

# Action: Consultant Support

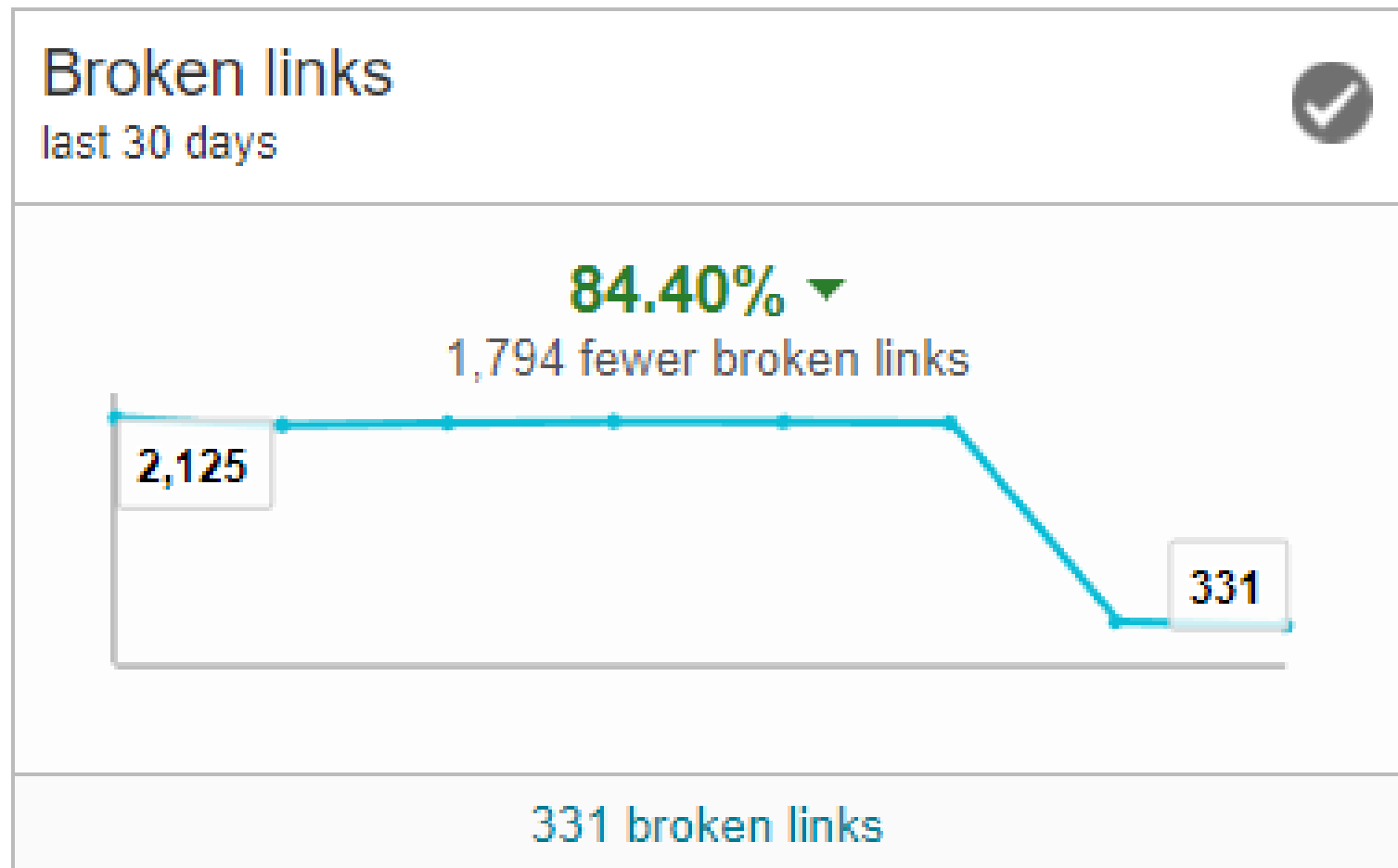
Beginning July 1, 2017, Andrew Soderberg, former Vice President of Customer Relations at OmniUpdate, has been retained to guide Mt. SAC towards website compliance

1. A pre-scan was conducted to assess Mt. SAC's compliance
2. Pre-scan clean up completed by Mt. SAC Web Team
3. A formal automated scan was conducted (28 A and 8 AA issues found across 679 pages)
4. Andrew Soderberg has begun leading Mt. SAC through the necessary corrective action
5. If upon re-scanning, the website is found to be free of accessibility errors/issues, then Andrew Soderberg will issue a statement of compliance letter, confirming that no accessibility errors were found at the time of re-testing

# Action: SiteImprove Tool

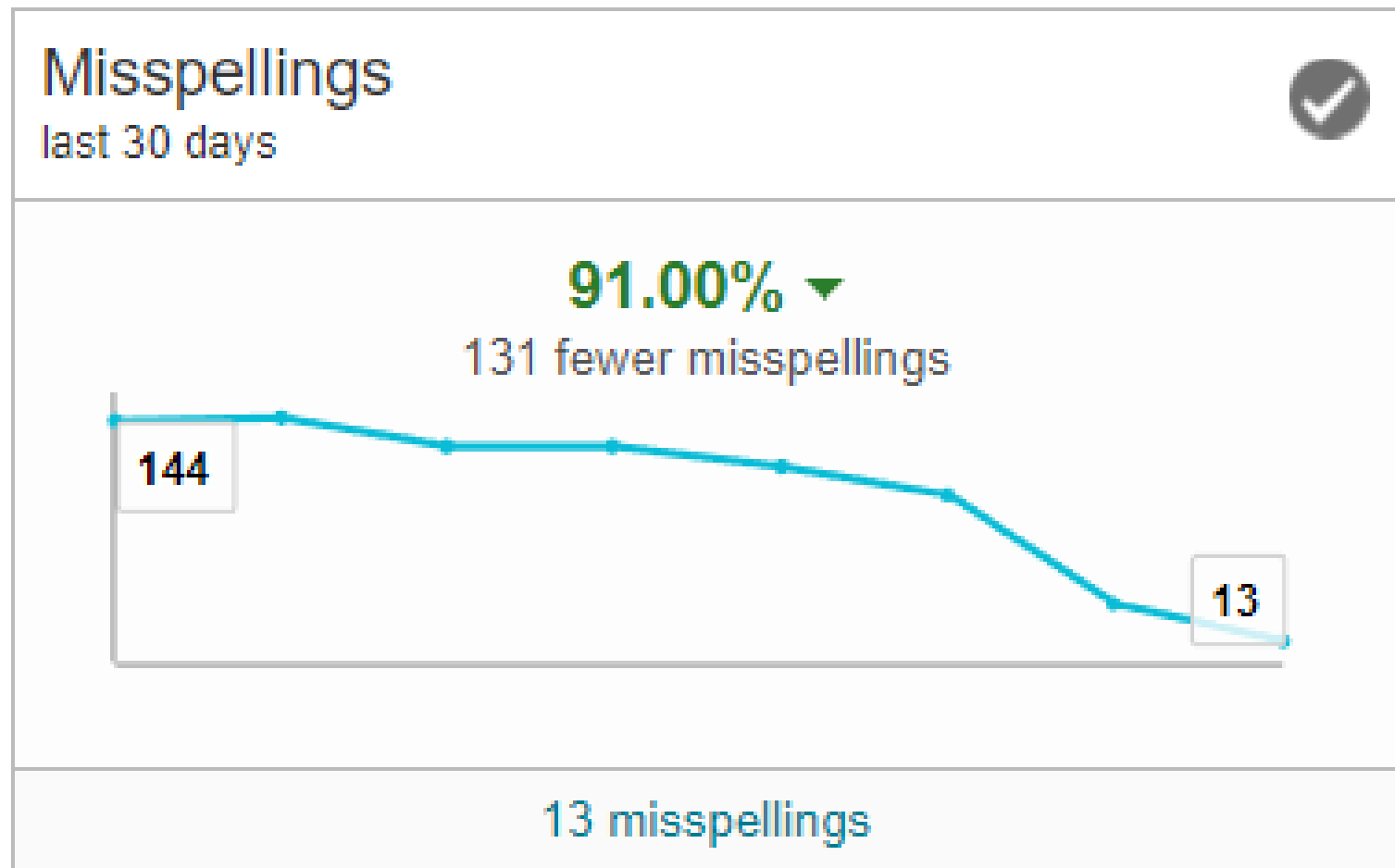
- For the 2017-2018 fiscal year, Title V has graciously agreed to fund the SiteImprove tool to help us:
  - Fix broken links
  - Correct misspellings
  - Identify accessibility issues

# Since installing SiteImprove





# Since installing SiteImprove



# Action: Training

- Attended Training
  - Chancellor's Office onsite training (July 25, 2017)
  - NCMPR ADA compliance webinar (August 30, 2017)
- Campus Training
  - OmniUpdate Editors Meeting (November 2, 2017)
  - Open Office Hours for hands-on editing (November - January)

# Cabinet Support Requested

- Present Information to Instruction Team, Student Services Teams, Management Group
  - Who should we talk to?
- Encourage attendance at training on Nov. 2
  - How do we ensure they attend?
- Staff across campus need to identify and fix their accessibility issues by Jan. 18, 2018
  - How can we encourage compliance?
- Encourage continuous scanning and editing for Accessibility compliance
  - How do we stay accessible in the future?