If you have a mobile device online, please go to:

PollEv.com/brandonray184

This presentation can be accessed at:

bit.ly/2ShnC47

Multi-Institutional, Collaborative IT Planning to Meet Accessibility Requirements

Brandon Ray
Director of IT Services

Why am I here today?

Objectives:

1. **Identify stakeholders** to include in the development of a comprehensive plan so your process benefits from multiple perspectives.
2. **Identify the resources and responsibilities** necessary for a successful Technology Accessibility plan.
3. **Develop an outline for a basic communication** plan to support any planning process.
4. **Develop a timeline** with milestones for implementing and evaluating a Technology Accessibility plan.

Who are you?

- Disability Services
- eLearning
- Faculty
- Instructional Services
- Leadership
- Library/Media Center
- Project Management
- Research and Reporting
- Student Services
- Technology
- Other

Results

What brought you here today?

1. Multi-Institutional
2. Collaborative
3. IT Planning (Tools for Planning)
4. Accessibility (Resources and Tools for Accessibility)
5. Identifying Stakeholders
6. Identifying Roles and Responsibilities
7. Outline a Basic Communication Plan
8. Develop a Timeline
9. Searching for a Cure for Insomnia
10. Other

Results

Timeline of Milestones and Achievements

WA State Board - Access for students with disabilities (Policy 3.20.30)

Washington State Board for Community and Technical Colleges (SBCTC)

WA State OCIO Approved
Minimum Accessibility Standard 188.10

LCC Formed Accessible Technology Work Group

Access360 Grant (SBCTC)

Problem:

- Effective collaboration with multiple stakeholders on campus
- Complex institutional navigation
- A major paradigm shift away from accommodations (reactive) towards accessibility as a proactive process
- Creation of tools for implementation, training, and assessment

Solution:

- A grant designed to...
- Help cross functional teams work collaboratively
- Find time, space, and resources to identify goals and develop a plan
- Provide scheduled support and accountability to achieve campus goals

LCC Accessible Technology Policy Approved

LCC Selected to Participate in SBCTC Access360 (Grant)

Access360 Grant Requirements:

1. Send 4 team members to an event in Fall 2017
2. Send 4 team members to an event in Spring 2018
3. Hold monthly meetings during the 2017-18 year
4. Invite SBCTC/CATO members to 2 meetings
5. Use GOALS Benchmarking and Planning Tool to conduct institutional self-study and track progress
6. Ensure any materials developed are openly licensed and formatted for accessibility

Access360: 2017-2018 Cohort

- Cascadia College
- Everett Community College
- Highline College
- Lower Columbia College
- Olympic College
- Renton Technical College
- South Puget Sound Community College
- Wenatchee Valley College
- Whatcom Community College

WA State OCIO Approved Policy 188 - Accessibility

LCC Completed Initial GOALS Assessment

Access360 Fall Meeting

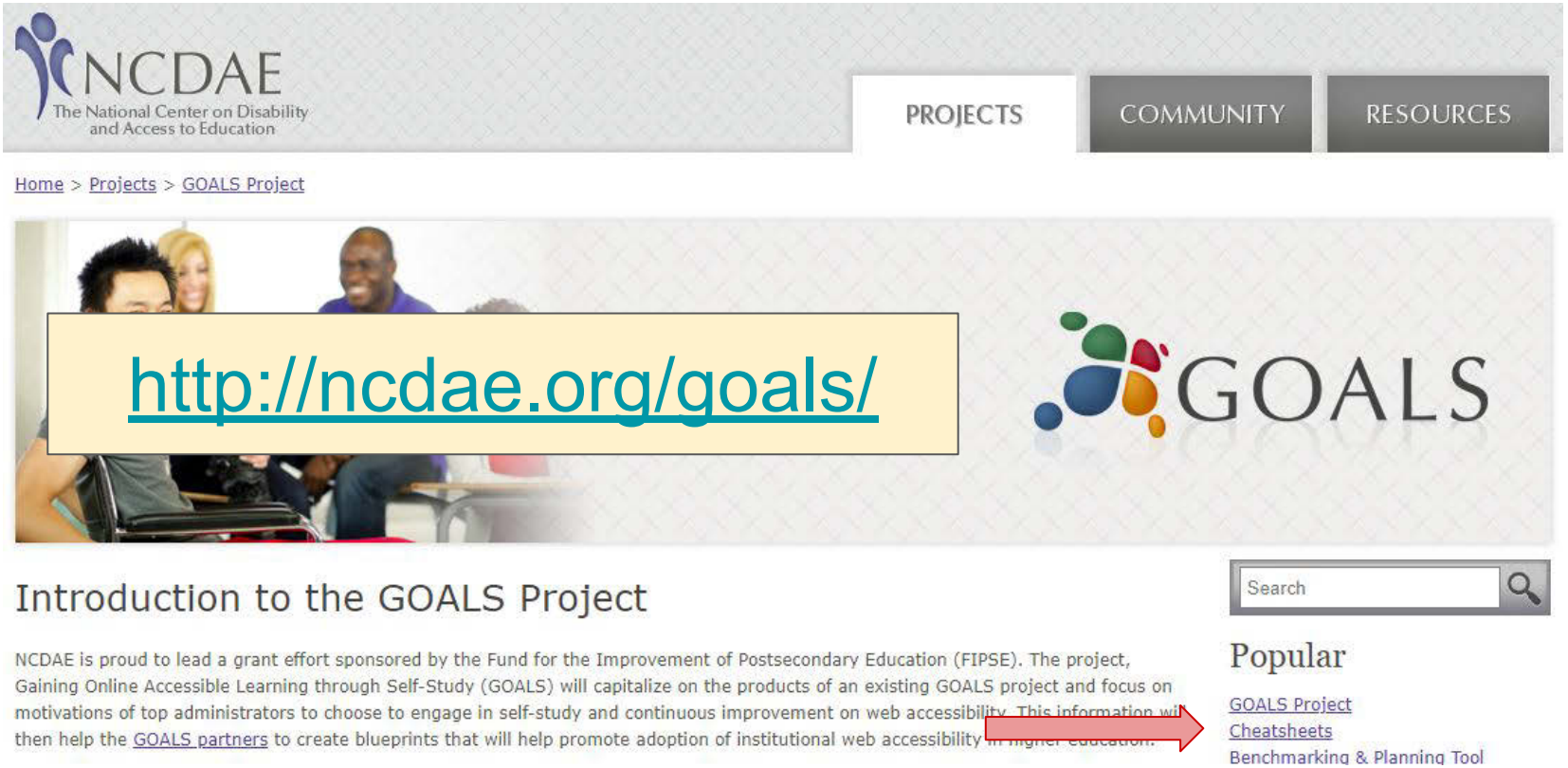
Access360 Spring Meeting

2017-2018 Cohort Completed Access360 Grant

Testing Begins on Statewide Accessibility Compatibility Tracker Database

GOALS Benchmarking and Planning (Gaining Online Accessible Learning through Self-Study)

GOALS Benchmarking and Planning Tool

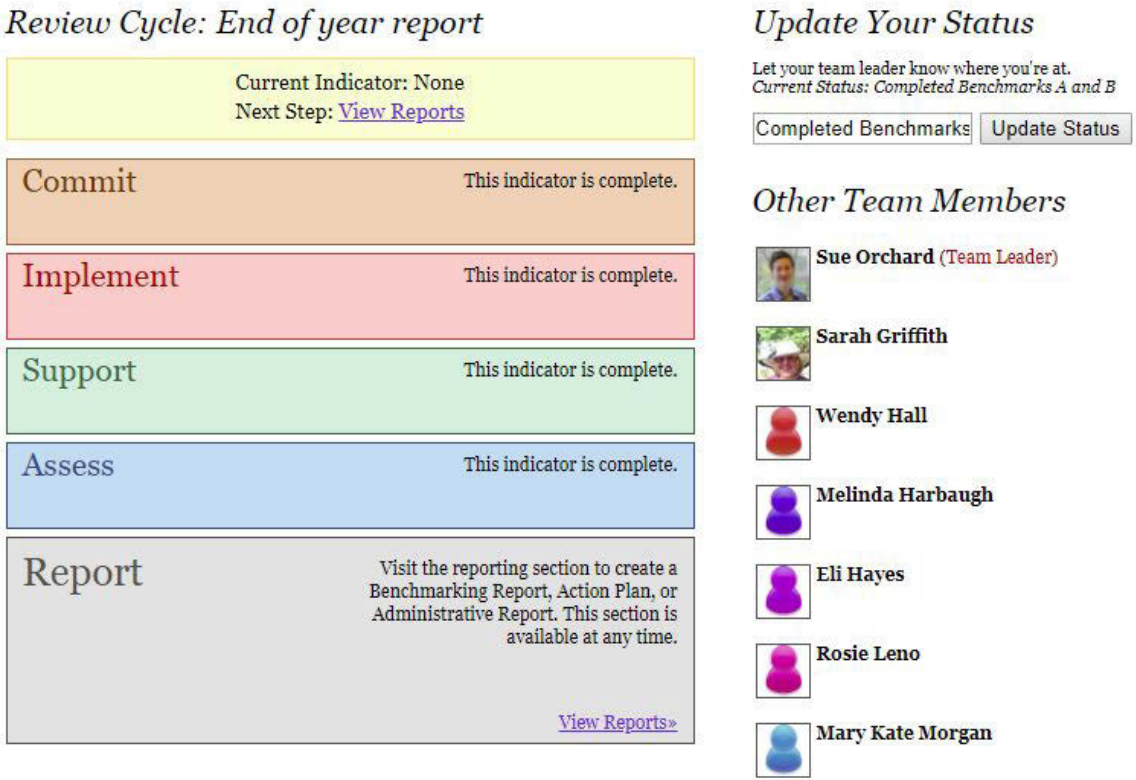


GOALS Benchmarking and Planning Tool

GOALS Benchmarking and Planning Tool

http://goalstool.ncdae.org/

GOALS Dashboard



What is the most important part of a policy?

1. Keep it simple
2. Make it comprehensive
3. Make it flexible
4. Ensure it is enforceable
5. Other

Results

Sample Policy Questions

Does your POLICY contain a summary statement of purpose and a rationale?

Does your POLICY include dates the specific aspects of the policy will come into effect?

Is the scope of your POLICY defined?

Does your POLICY include a procurement (e.g., purchasing, licensing) provision?

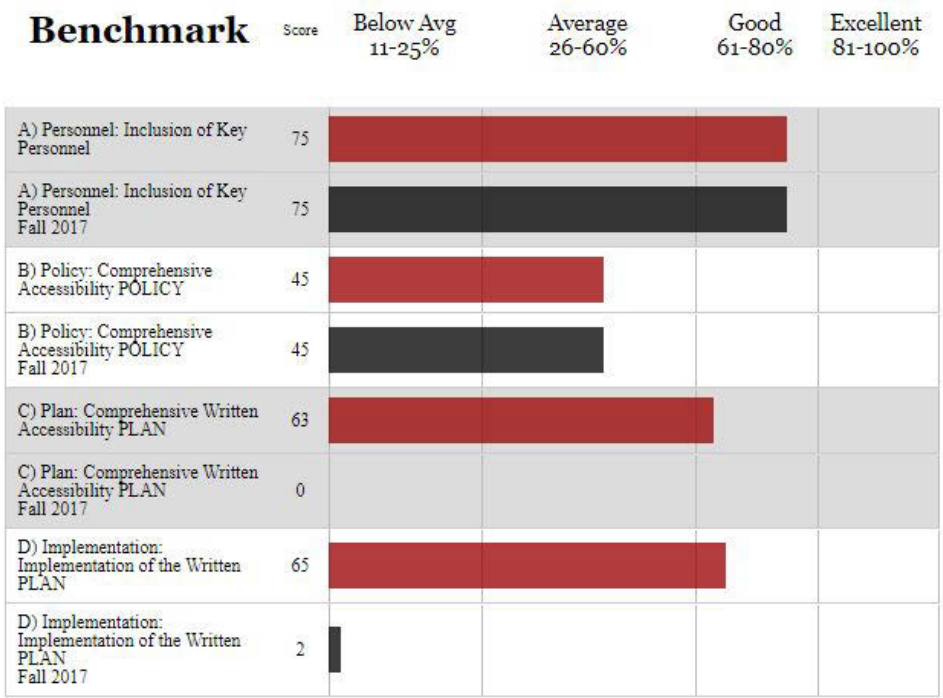
Are the consequences for non-conformance stipulated directly (or referenced) in your POLICY or in other governing documents?

Does your POLICY contain mechanisms for ongoing review?

GOALS: Institutional Vision and Leadership Commitment

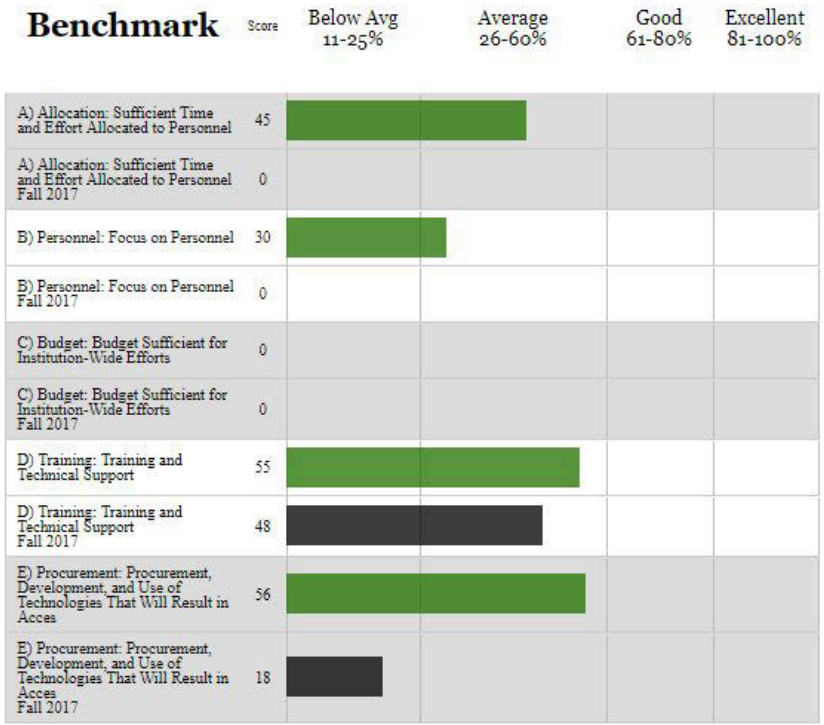
2 benchmarks comprise this indicator. For the first benchmark, *Commitment of Administrative Leadership* , evidenced a Excellent rating.

GOALS: Planning and Implementation



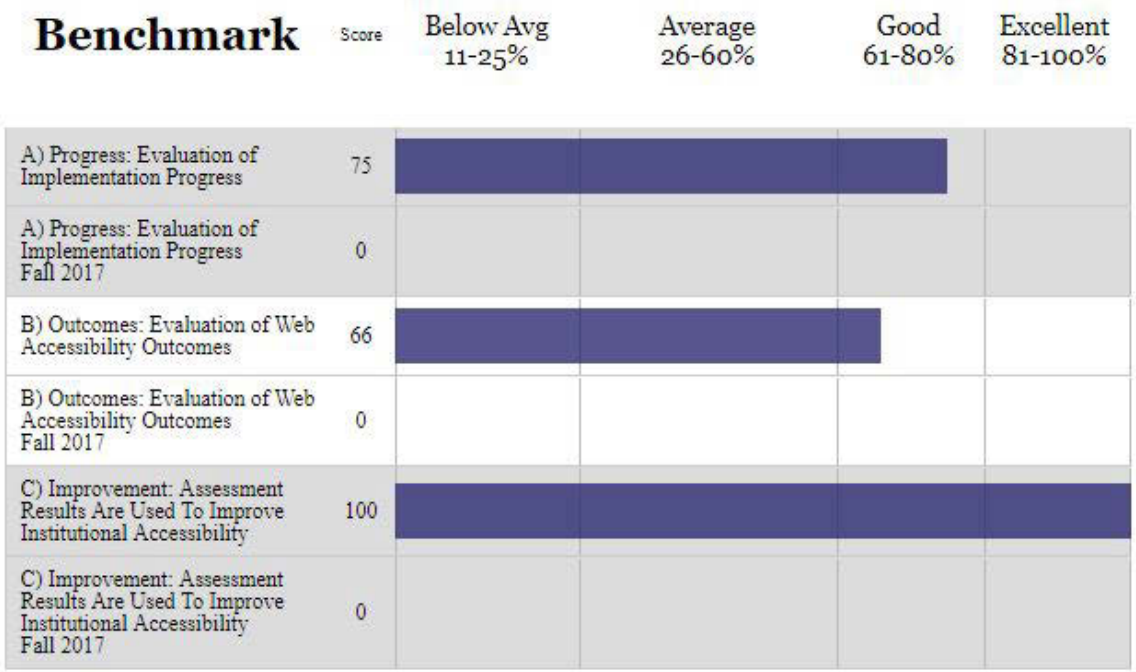
4 benchmarks comprise this indicator. For the first benchmark, *Inclusion of Key Personnel*, evidenced a Good rating.

GOALS: Resources and Support



5 benchmarks comprise this indicator. For the first benchmark, *Sufficient Time and Effort Allocated to Personnel*, evidenced an Average rating.

GOALS: Assessment



3 benchmarks comprise this indicator. For the first benchmark, *Evaluation of Implementation Progress*, evidenced a Good rating.

GOALS Benchmarking and Planning Tool

- GOALS Benchmarking and Planning Tool
- Sample Planning Sheet - data entry (Make a Copy)
  - Sample Planning Sheet - data entry (View Only)
- Sample Planning Dashboard - view only (Make a Copy)
  - Sample Planning Dashboard - view only (View Only)

Sample Technology Accessibility Plan

- Sample Technology Accessibility Plan (Make a Copy)
  - Sample Technology Accessibility Plan (View Only)

Objective 1

Identify stakeholders to include in the development of a comprehensive plan so your process benefits from multiple perspectives.

Technology Accessibility Plan: Stakeholders

Accessible Technology Work Group

In response to WA OCIO Policy 188, the college convened an Accessible Technology Work Group in October 2016, which includes nine individuals representing Effectiveness and College Relations, e-Learning, Instruction, IT Services, Learning Resources, and Student Services. Through their work, the college adopted Accessibility Technology Policy 720 in May 2017.

Technology Accessibility Plan: Stakeholders

- Effectiveness and College Relations
- e-Learning
- Faculty
- IT Services
- Learning Resources
- Student Services

How to Identify Stakeholders

- Who is affected positively and negatively by the project?
- Who has the power to make it succeed (or fail)?
- Who makes the decisions about money?
- Who are the suppliers?
- Who are the end users?
- Who has influence over other stakeholders?
- Who could solve potential problems with the project?
- Who is in charge of assigning or procuring resources?
- Who has special skills which are crucial to the project?

How to Identify Stakeholders

Ask

the other stakeholders, “Who is missing?”

Objective 2

Identify the resources and responsibilities necessary for a successful Technology Accessibility plan.

Technology Accessibility Plan: Resources and Responsibilities

Challenges and risks include personnel to implement the plan, particularly any retroactive fixes to older documents, software or instructional material, ensuring campus accountability and compliance, and budgetary constraints with regard to staffing, staying in compliance with changing state and federal laws, and updating older systems.

Technology Accessibility Plan: Budget

To help meet the outcomes of LCC's Technology Accessibility Plan, several positions and funding requests will be brought forward to the Executive Leadership Team, including:

1. Certified Tester Training for an IT staff member to test applications for accessibility
2. Work-study/student help funds to assist with training, updating and checking for accessibility in documents used at the College
3. Faculty stipends/release time to redesign course content to ensure accessibility and champion efforts by training and supporting faculty to update course material
4. Training budget, such as goods and services, travel, salary and benefits.
5. A full-time instructional designer/accessibility technology coordinator to train and support faculty and staff

Technology Accessibility Plan: Roles and Responsibilities

- Accessible Technology Work Group
- Departments that Provide IT Resources for Business or Academic Purposes
- Departments, Programs and Units
- Procurement/Purchasing Department
- Faculty
- Staff

Objective 3

Develop an outline for a basic communication plan to support any planning process.

Communication Plan

What

needs to be known?

Communication Plan

Who

needs to know it?

Communication Plan

When

does it need to be known?

Communication Plan

How

will the information be communicated?

Communication Plan: Methods

- Meetings
- Status reports
- Newsletters
- Letters
- Emails
- Website

Technology Accessibility Communication Plan: Goal

The primary goal of communication regarding this plan is to inform employees of Lower Columbia College about their responsibilities regarding accessibility and to let them know about the resources that are available to help them comply.

Technology Accessibility Communication Plan: Strategies

- Email
  - Special messages from the President
- Face-to-face meetings
  - including department, division and “all staff” meetings
- Additional groups (e.g., web editors) will be utilized as needed
- Training

Objective 4

Develop a timeline with milestones for implementing and evaluating a Technology Accessibility plan.

Project Timelines and Milestones

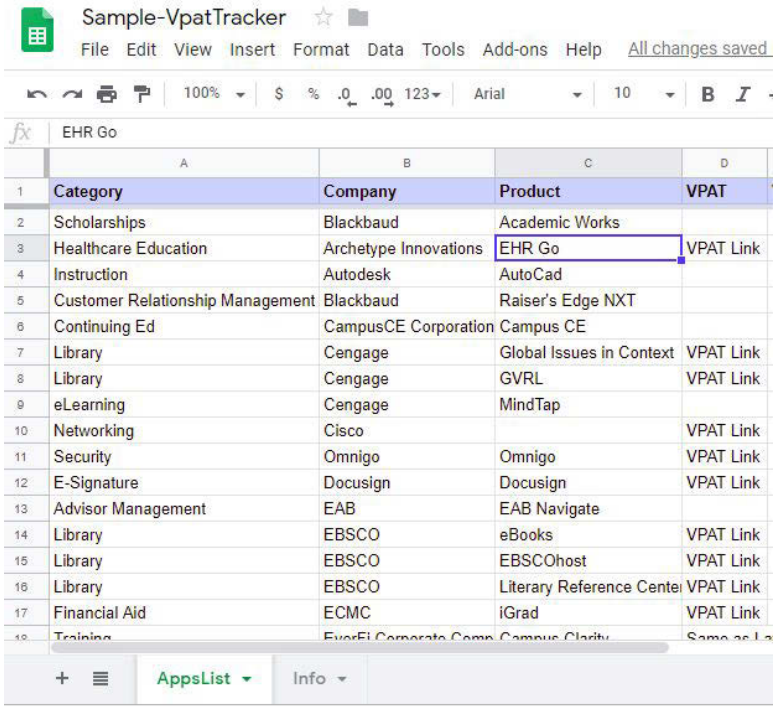
- Start with the end in mind and work your way back
- Create artificial deadlines and buffer zones
- Who is in charge of assigning or procuring resources?
  - How much time do they need?
- What other projects are taking place?
  - Who has special skills which are crucial to the project?
  - Are there any compression points where projects are competing for resources?

Project Timelines and Milestones

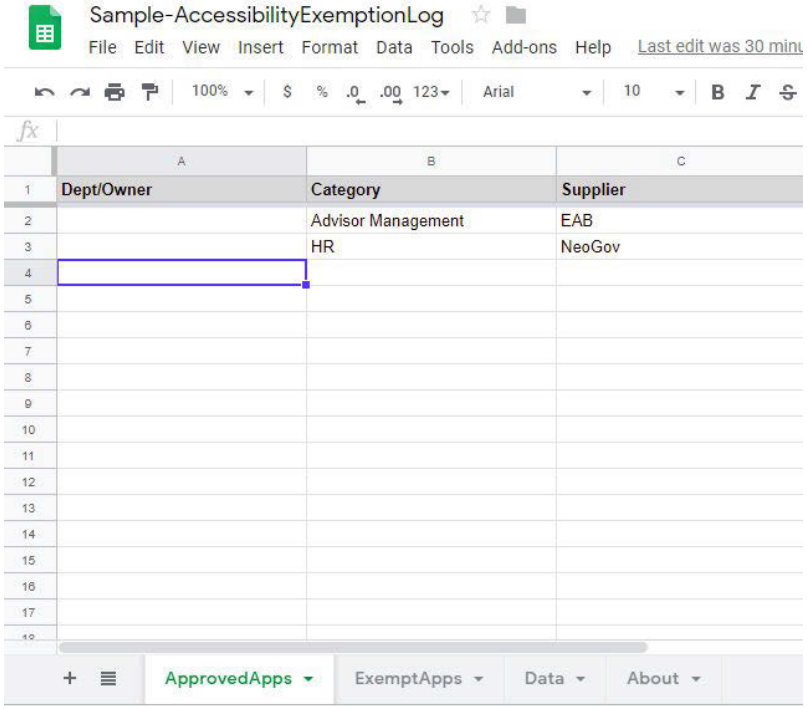
- Establish times to review and update the timeline
  - Developing the training took longer than expected
- Consider dividing projects into stages and milestones
- Celebrate successes

Resources for Accessibility Recordkeeping

Using Google Sheets

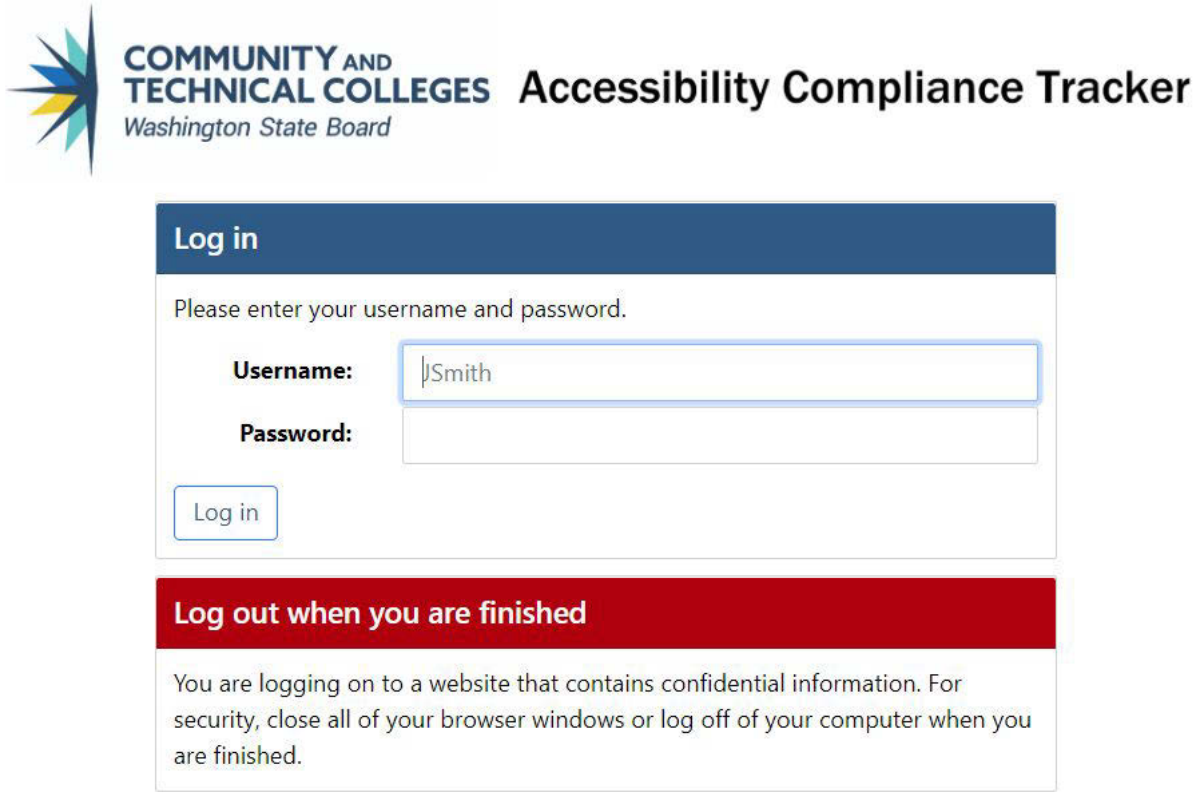


	Category	Company	Product	VPAT
2	Scholarships	Blackbaud	Academic Works	
3	Healthcare Education	Archetype Innovations	EHR Go	VPAT Link
4	Instruction	Autodesk	AutoCad	
5	Customer Relationship Management	Blackbaud	Raiser's Edge NXT	
6	Continuing Ed	CampusCE Corporation	Campus CE	
7	Library	Cengage	Global Issues in Context	VPAT Link
8	Library	Cengage	GVRL	VPAT Link
9	eLearning	Cengage	MindTap	
10	Networking	Cisco		VPAT Link
11	Security	Omnigo	Omnigo	VPAT Link
12	E-Signature	Docusign	Docusign	VPAT Link
13	Advisor Management	EAB	EAB Navigate	
14	Library	EBSCO	eBooks	VPAT Link
15	Library	EBSCO	EBSCOhost	VPAT Link
16	Library	EBSCO	Literary Reference Cente	VPAT Link
17	Financial Aid	ECMC	iGrad	VPAT Link

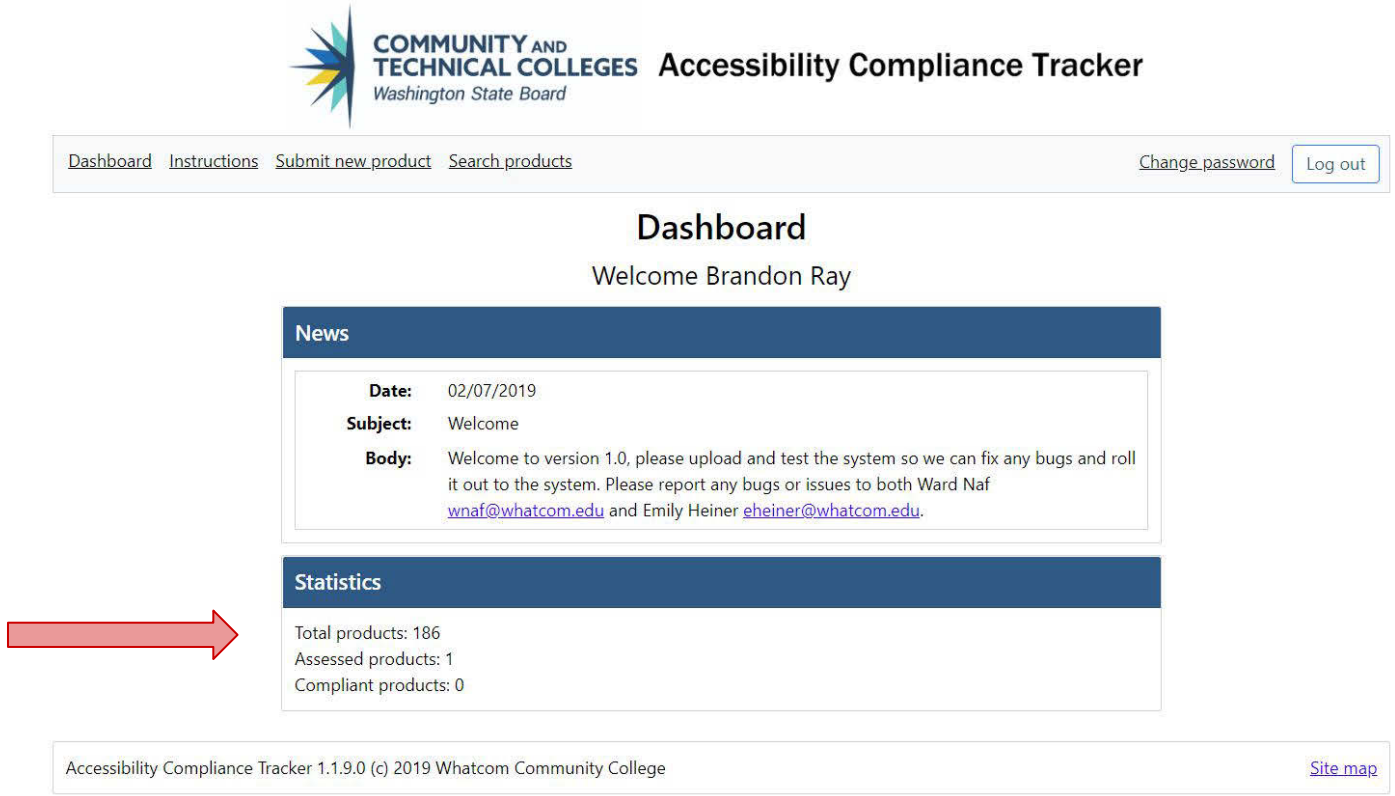


	Dept/Owner	Category	Supplier
2		Advisor Management	EAB
3		HR	NeoGov
4			

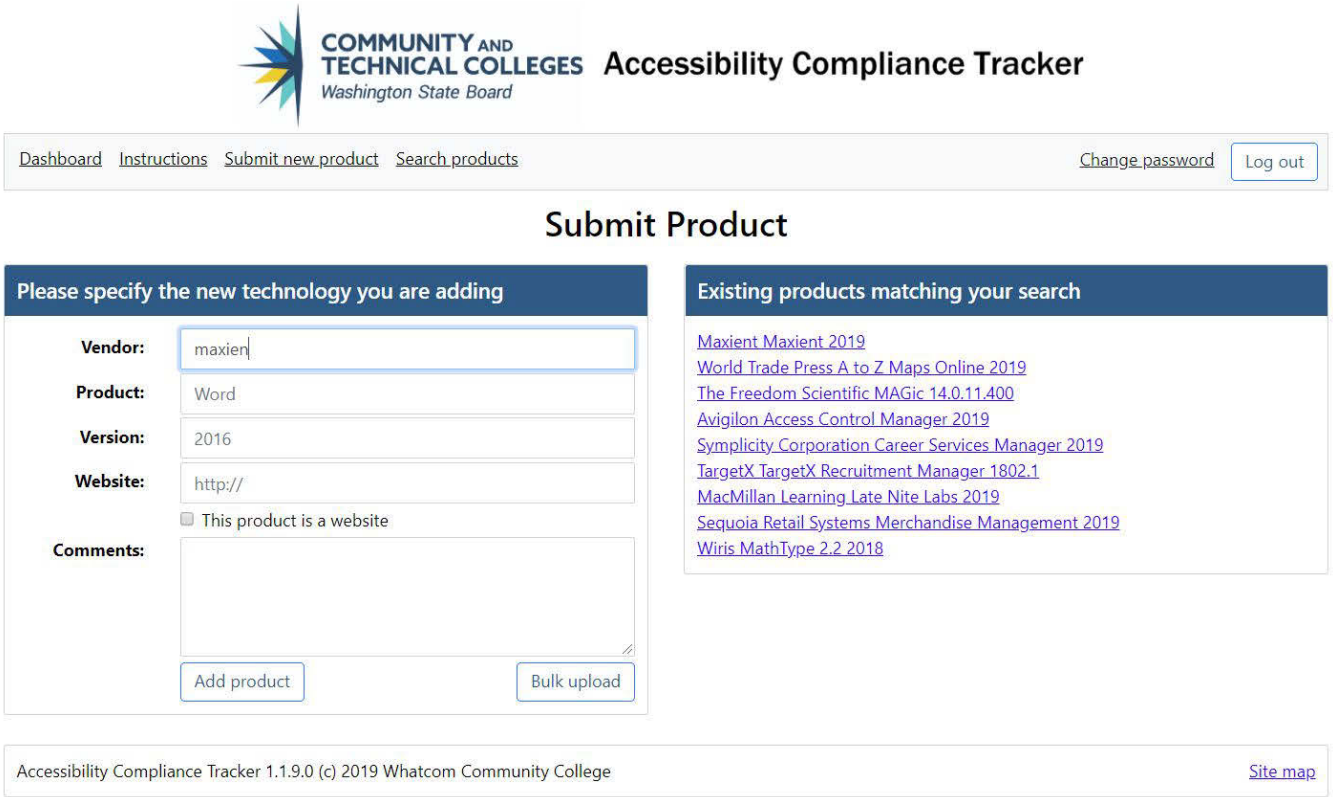
Accessibility Compliance Tracker



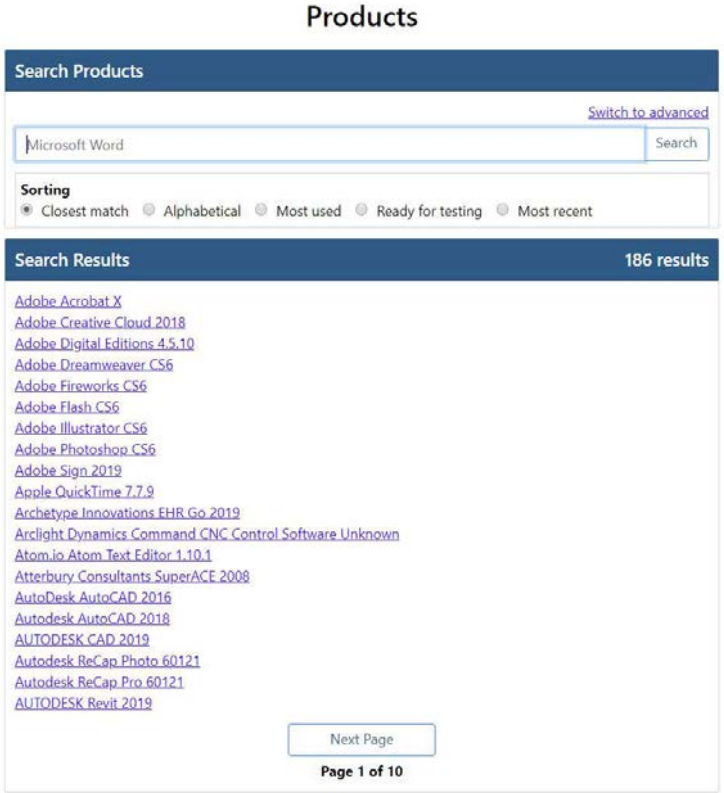
Accessibility Compliance Tracker



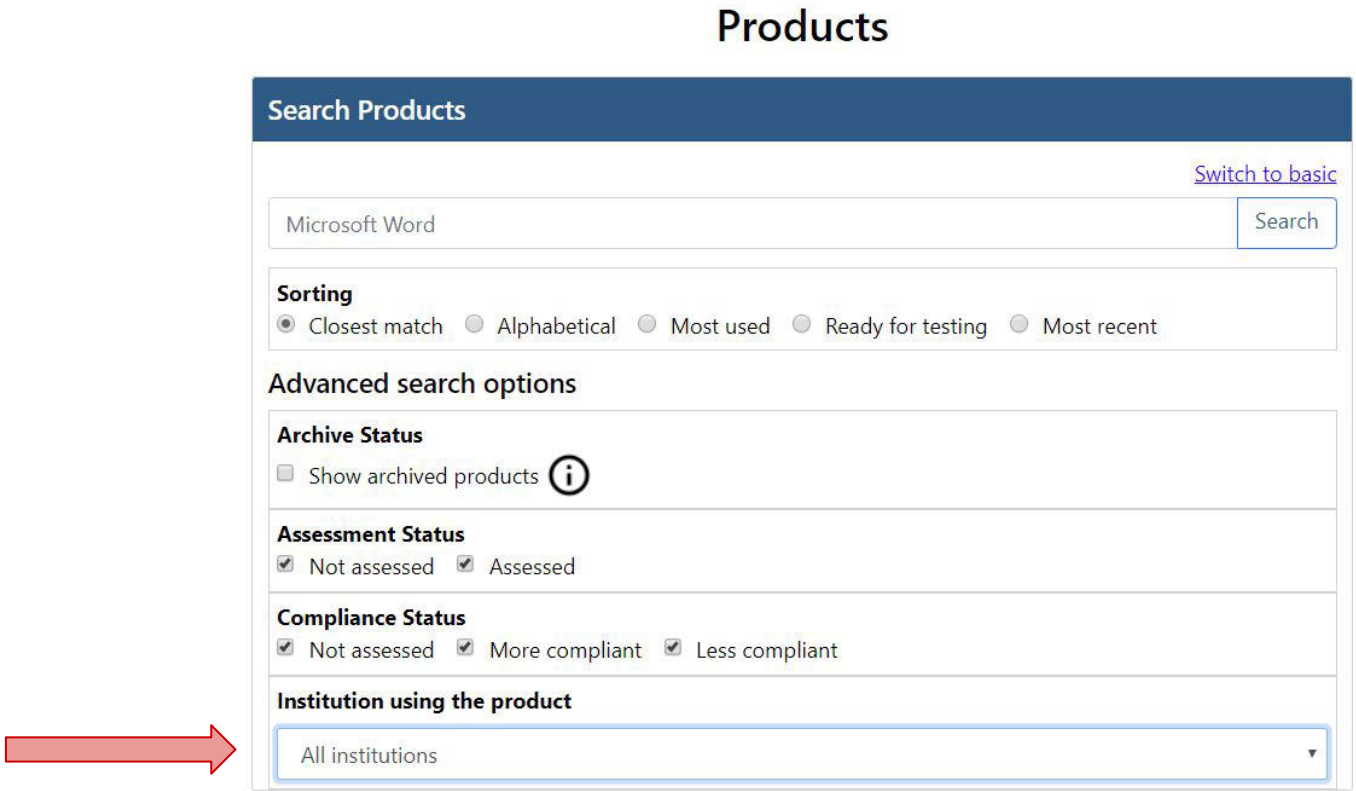
Accessibility Compliance Tracker



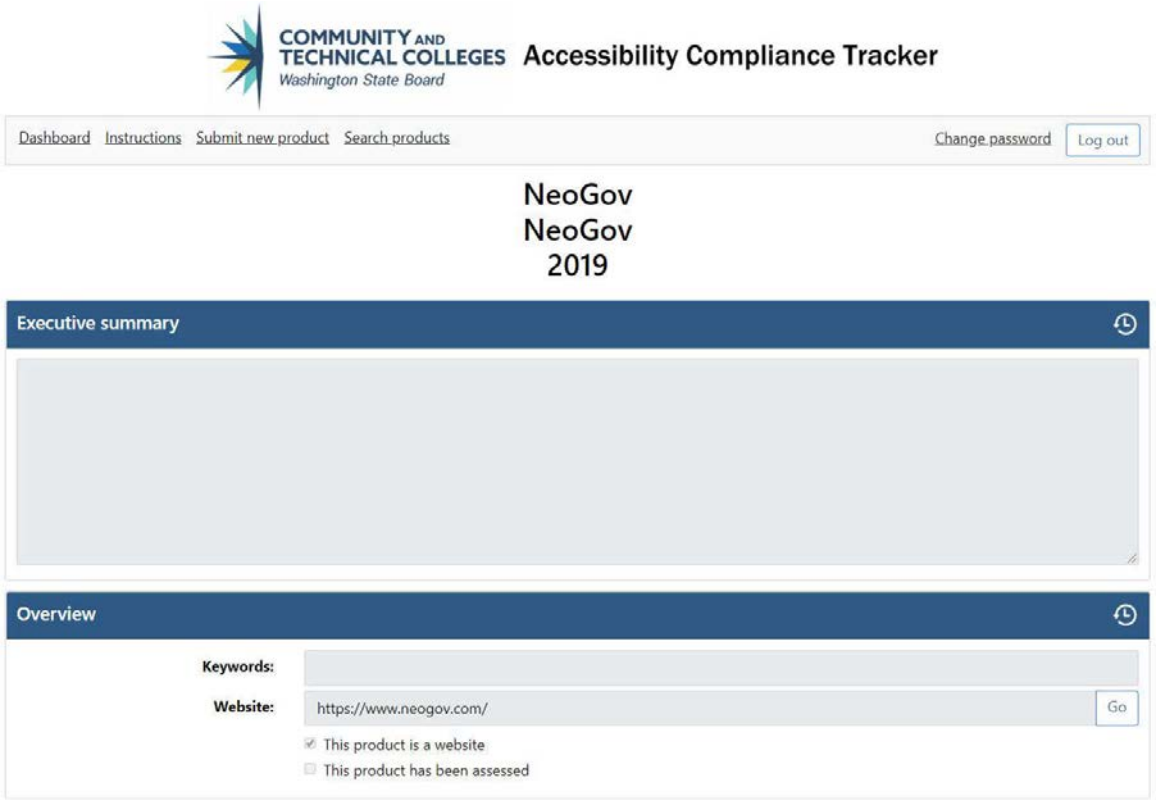
Accessibility Compliance Tracker - Basic Search



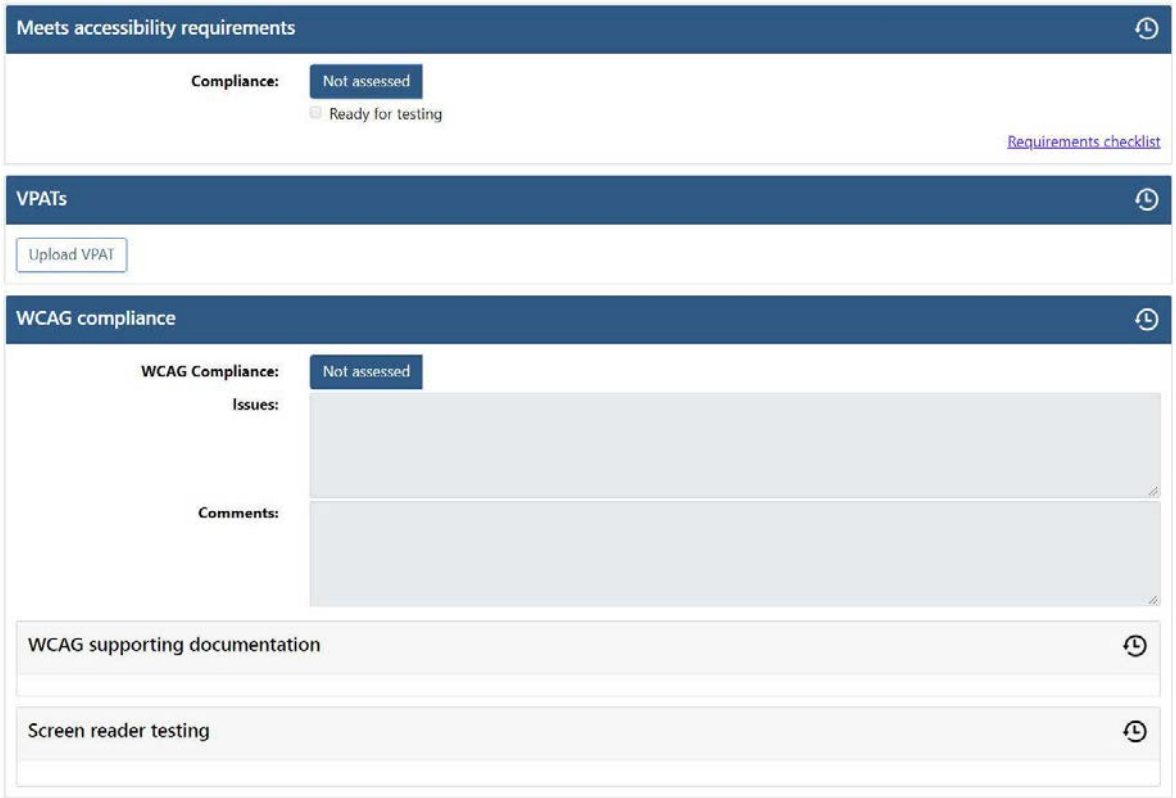
Accessibility Compliance Tracker - Advanced Search



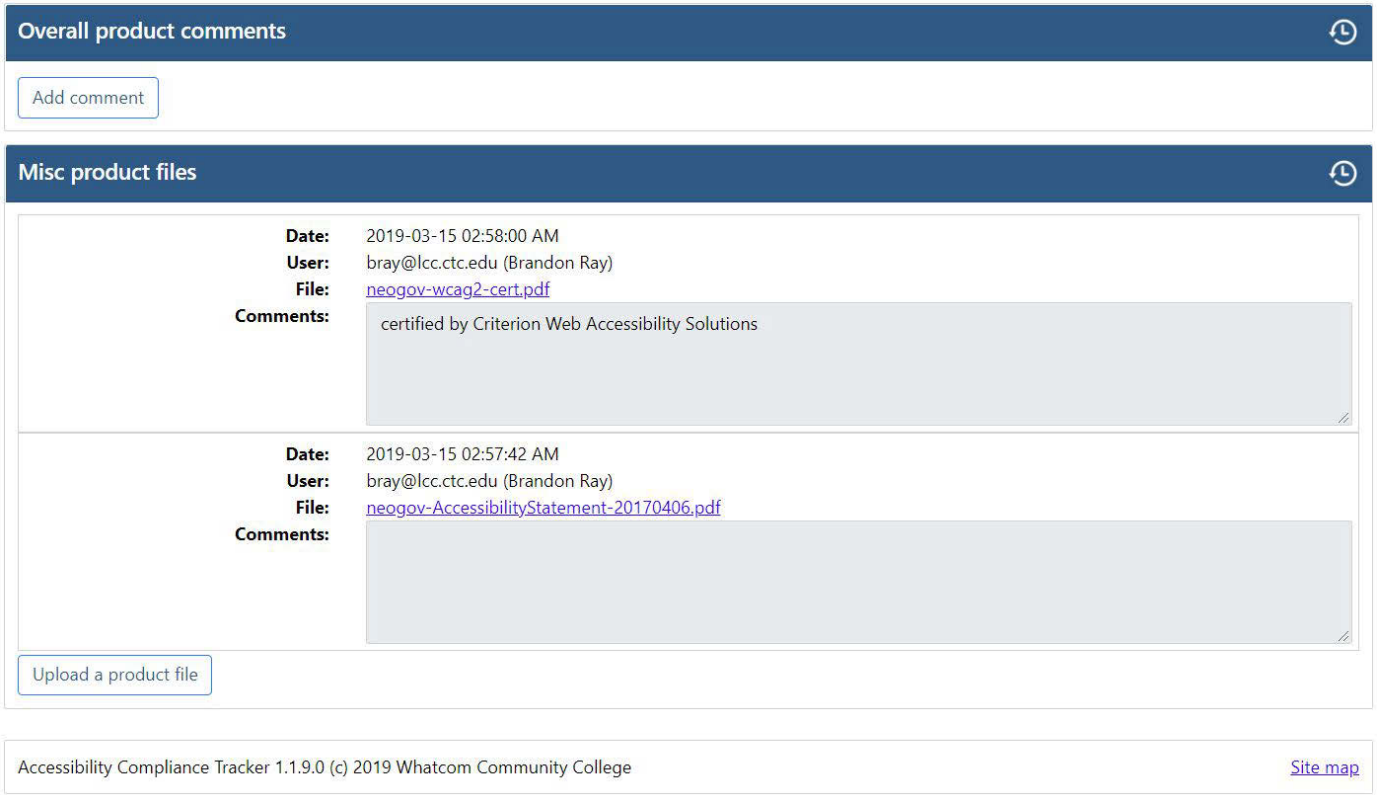
Accessibility Compliance Tracker



Accessibility Compliance Tracker



Accessibility Compliance Tracker



Conclusion

Key Takeaways

- Accessibility Resources
- Budgeting
- Communication Plans
- GOALS Tool
- Grant Information
- Identifying Resources
- Roles
- Responsibilities
- Planning Tools
- Procurement Process
- Sample Documents
- Stakeholders
- Templates
- Timelines / Milestones
- Training

Results

I wish there had been more information on...

1. Not Applicable
2. Accessibility Resources
3. Budgeting
4. Communication Plans
5. Identifying Resources and Responsibilities
6. Identifying Stakeholders
7. IT Support
8. Procurement Policies and Procedures
9. Training
10. Cure for Insomnia
11. Other

Results

What are your next steps?

1. None. The information shared does not directly apply to me.
2. I will definitely review the resources provided.
3. I plan to use this information in the next 12 months.
4. I plan to share this information with someone.
5. I’m headed on a cruise to Alaska.
6. Other

Results

Accessibility and Planning Resources

Credits: Thanks to the following people for making this presentation possible.

- Sarah Griffith (Lower Columbia College)
- Wendy Hall (Lower Columbia College)
- Melinda Harbaugh (Lower Columbia College)
- Eli Hayes (Lower Columbia College)
- Emily Heiner (Whatcom Community College)
- Mark Jenkins (WA State Board)
- Rosie Leno (Lower Columbia College)
- Mary Kate Morgan (Lower Columbia College)
- Lucas Myers (Lower Columbia College)
- Ward Naf (Whatcom Community College)
- Sue Orchard (Lower Columbia College)
- Stefan Rijnhart (Lower Columbia College)
- Jess Thompson (WA State Board)
- Committee for Accessible Technology Oversight (CATO)
- Image of "Calendar" by Jackaranga from WikiMedia Commons
- Image of "Character Question Mark" by One Way Stock
- Image of "Robin Hood" Dart in Dart by Marco Verch is licensed under CC BY 2.0

And all the others who worked tirelessly at their institutions to make accessible technology a reality.

Questions and Answers

Brandon Ray

bray@lowercolumbia.edu

This presentation can be accessed at:

bit.ly/2ShnC47