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**[bit.ly/2ShnC47](http://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



# 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



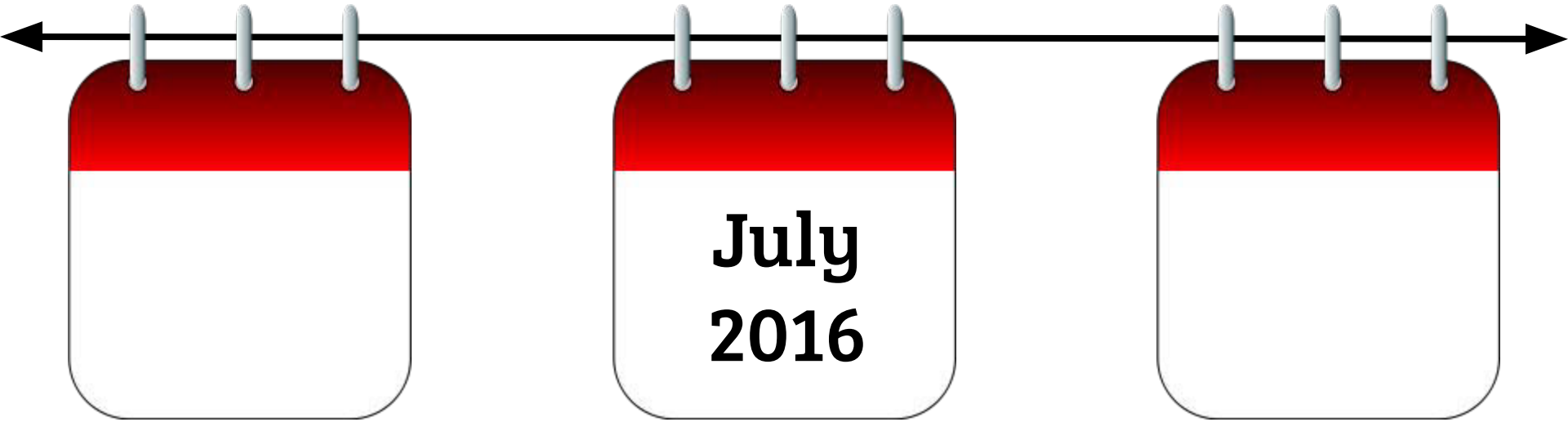
# Timeline of Milestones and Achievements

# 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

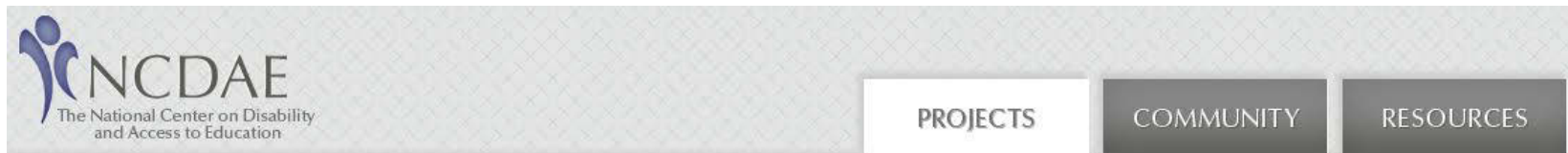


# Testing Begins on Statewide Accessibility Compatibility Tracker Database

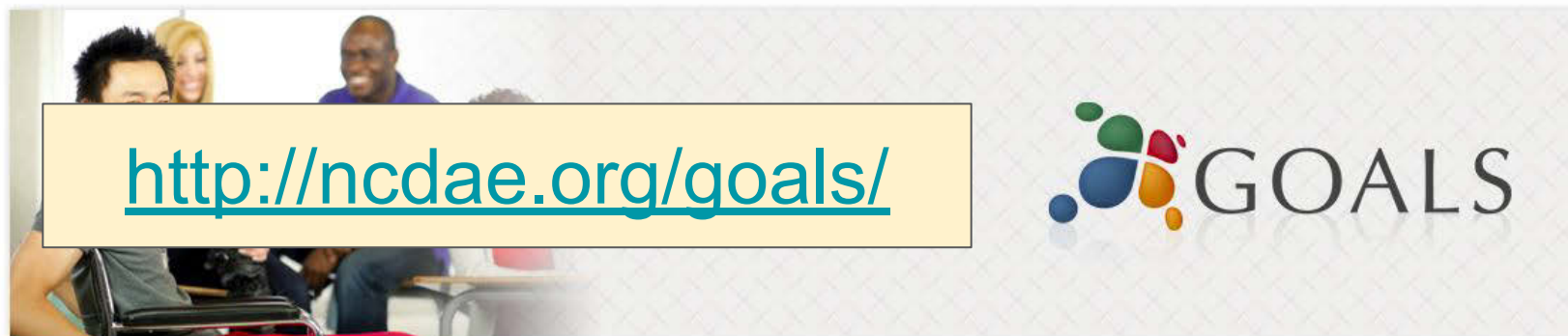


# GOALS Benchmarking and Planning (Gaining Online Accessible Learning through Self-Study)

# GOALS Benchmarking and Planning Tool



[Home](#) > [Projects](#) > [GOALS Project](#)



## Introduction to the GOALS Project

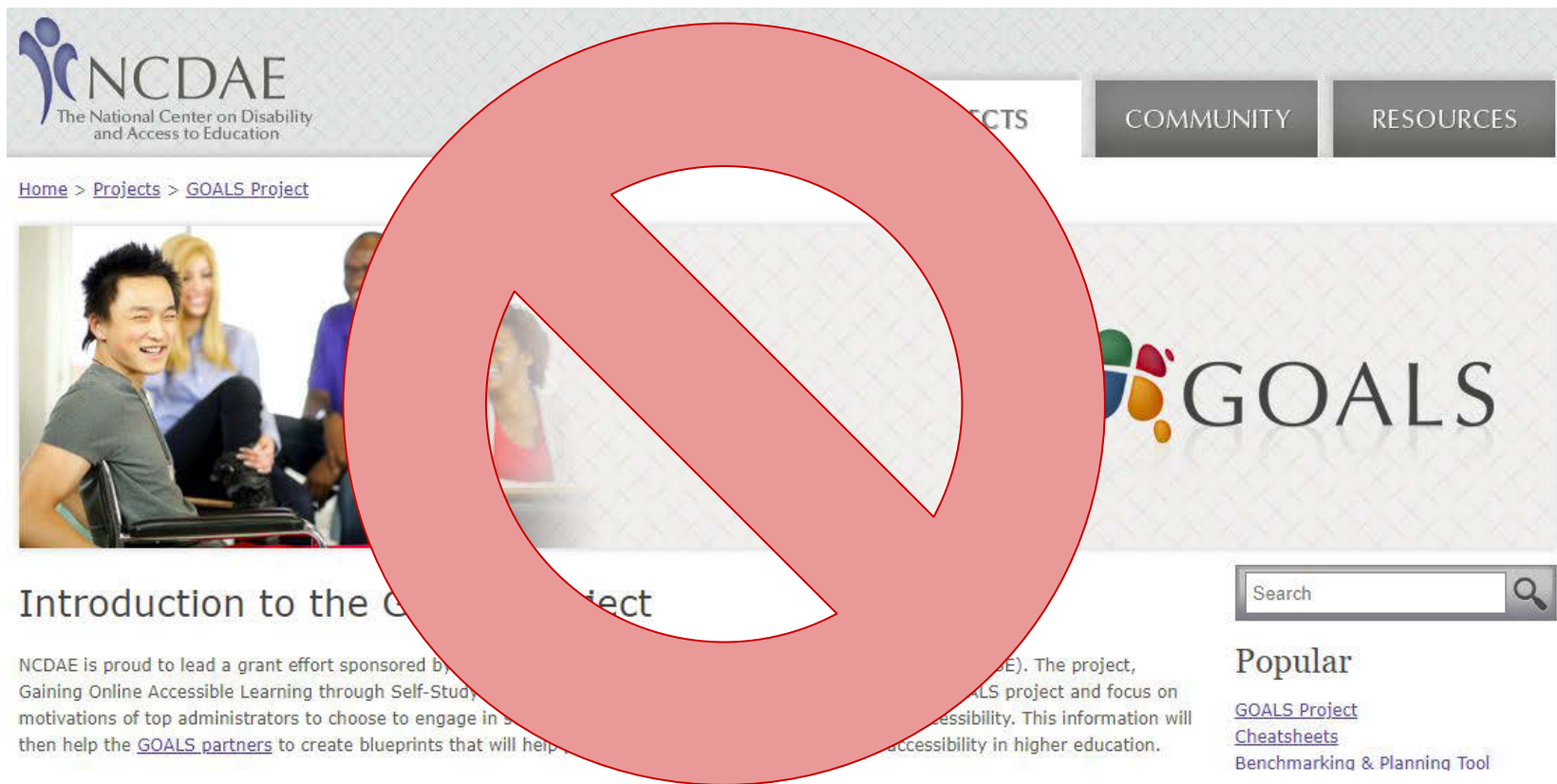
NCDAE is proud to lead a grant effort sponsored by the Fund for the Improvement of Postsecondary Education (FIPSE). The project, Gaining Online Accessible Learning through Self-Study (GOALS) will capitalize on the products of an existing GOALS project and focus on motivations of top administrators to choose to engage in self-study and continuous improvement on web accessibility. This information will then help the [GOALS partners](#) to create blueprints that will help promote adoption of institutional web accessibility in higher education.

### Popular

[GOALS Project Cheatsheets](#)  
Benchmarking & Planning Tool



# GOALS Benchmarking and Planning Tool



The image is a screenshot of the NCDAE GOALS Project website. At the top left is the NCDAE logo with the text "The National Center on Disability and Access to Education". To the right are navigation buttons for "PROJECTS", "COMMUNITY", and "RESOURCES". Below the logo is a breadcrumb trail: "Home > Projects > GOALS Project". The main banner features a photo of a group of people, with a large red prohibition sign (a circle with a diagonal line) overlaid on it. To the right of the photo is the "GOALS" logo, which consists of a colorful icon of three overlapping circles followed by the word "GOALS" in a large, bold, sans-serif font. Below the banner is a section titled "Introduction to the GOALS Project". The text in this section reads: "NCDAE is proud to lead a grant effort sponsored by the Department of Education (DOE). The project, Gaining Online Accessible Learning through Self-Study (GOALS), is a multi-year project and focus on the motivations of top administrators to choose to engage in self-study to improve accessibility. This information will then help the [GOALS partners](#) to create blueprints that will help improve accessibility in higher education." To the right of the text is a search bar with the word "Search" and a magnifying glass icon. Below the search bar is a section titled "Popular" with links to "GOALS Project", "Cheatsheets", and "Benchmarking & Planning Tool".

NCDAE  
The National Center on Disability  
and Access to Education

PROJECTS COMMUNITY RESOURCES

[Home](#) > [Projects](#) > [GOALS Project](#)

GOALS

## Introduction to the GOALS Project

NCDAE is proud to lead a grant effort sponsored by the Department of Education (DOE). The project, Gaining Online Accessible Learning through Self-Study (GOALS), is a multi-year project and focus on the motivations of top administrators to choose to engage in self-study to improve accessibility. This information will then help the [GOALS partners](#) to create blueprints that will help improve accessibility in higher education.

Search

### Popular

- [GOALS Project](#)
- [Cheatsheets](#)
- [Benchmarking & Planning Tool](#)

# GOALS Benchmarking and Planning Tool

<http://goalstool.ncdae.org/>



You are not signed in.  
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Help your institution quickly and efficiently become web accessible.

[Request an Account](#)

[Watch the Video](#)

Already have an account? [Sign in now »](#)



# GOALS Dashboard

## *Review Cycle: End of year report*

Current Indicator: None

Next Step: [View Reports](#)

Commit

This indicator is complete.

Implement

This indicator is complete.

Support

This indicator is complete.

Assess

This indicator is complete.

Report

Visit the reporting section to create a Benchmarking Report, Action Plan, or Administrative Report. This section is available at any time.

[View Reports»](#)

## *Update Your Status*

Let your team leader know where you're at.

Current Status: Completed Benchmarks A and B

Completed Benchmarks

Update Status

## *Other Team Members*



**Sue Orchard** (Team Leader)



**Sarah Griffith**



**Wendy Hall**



**Melinda Harbaugh**



**Eli Hayes**



**Rosie Leno**



**Mary Kate Morgan**

# 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



# 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

Benchmark	Score	Below Avg 11-25%	Average 26-60%	Good 61-80%	Excellent 81-100%
A) Leadership: Commitment of Administrative Leadership	85				
A) Leadership: Commitment of Administrative Leadership Fall 2017	69				
B) Stakeholders: Relevant Stakeholder Participation	75				
B) Stakeholders: Relevant Stakeholder Participation Fall 2017	67				

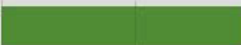



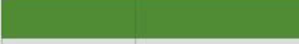

2 benchmarks comprise this indicator. For the first benchmark, *Commitment of Administrative Leadership*, evidenced a Excellent rating.

# GOALS: Planning and Implementation

Benchmark	Score	Below Avg 11-25%	Average 26-60%	Good 61-80%	Excellent 81-100%
A) Personnel: Inclusion of Key Personnel	75				
A) Personnel: Inclusion of Key Personnel Fall 2017	75				
B) Policy: Comprehensive Accessibility POLICY	45				
B) Policy: Comprehensive Accessibility POLICY Fall 2017	45				
C) Plan: Comprehensive Written Accessibility PLAN	63				
C) Plan: Comprehensive Written Accessibility PLAN Fall 2017	0				
D) Implementation: Implementation of the Written PLAN	65				
D) Implementation: Implementation of the Written PLAN Fall 2017	2				

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

# GOALS: Resources and Support

Benchmark	Score	Below Avg 11-25%	Average 26-60%	Good 61-80%	Excellent 81-100%
A) Allocation: Sufficient Time and Effort Allocated to Personnel	45				
A) Allocation: Sufficient Time and Effort Allocated to Personnel Fall 2017	0				
B) Personnel: Focus on Personnel	30				
B) Personnel: Focus on Personnel Fall 2017	0				
C) Budget: Budget Sufficient for Institution-Wide Efforts	0				
C) Budget: Budget Sufficient for Institution-Wide Efforts Fall 2017	0				
D) Training: Training and Technical Support	55				
D) Training: Training and Technical Support Fall 2017	48				
E) Procurement: Procurement, Development, and Use of Technologies That Will Result in Access	56				
E) Procurement: Procurement, Development, and Use of Technologies That Will Result in Access Fall 2017	18				

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



# GOALS: Assessment

Benchmark	Score	Below Avg 11-25%	Average 26-60%	Good 61-80%	Excellent 81-100%
A) Progress: Evaluation of Implementation Progress	75				
A) Progress: Evaluation of Implementation Progress Fall 2017	0				
B) Outcomes: Evaluation of Web Accessibility Outcomes	66				
B) Outcomes: Evaluation of Web Accessibility Outcomes Fall 2017	0				
C) Improvement: Assessment Results Are Used To Improve Institutional Accessibility	100				
C) Improvement: Assessment Results Are Used To Improve Institutional Accessibility Fall 2017	0				

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

Sample-VpatTracker ☆

File Edit View Insert Format Data Tools Add-ons Help [All changes saved](#)

100% \$ % .0 .00 123 Arial 10 B I

	A	B	C	D
1	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 Center	VPAT Link
17	Financial Aid	ECMC	iGrad	VPAT Link
18	Training	EverEd Corporate Camp	Campus Clarity	Same as La

+ AppsList Info

Sample-AccessibilityExemptionLog ☆

File Edit View Insert Format Data Tools Add-ons Help [Last edit was 30 min](#)

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	A	B	C
1	Dept/Owner	Category	Supplier
2		Advisor Management	EAB
3		HR	NeoGov
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+ ApprovedApps ExemptApps Data About

# Accessibility Compliance Tracker



**COMMUNITY AND  
TECHNICAL COLLEGES**  
*Washington State Board*

## Accessibility Compliance Tracker

### Log in

Please enter your username and password.

**Username:**

**Password:**

### Log out when you are finished

You are logging on to a website that contains confidential information. For security, close all of your browser windows or log off of your computer when you are finished.

# Accessibility Compliance Tracker



COMMUNITY AND  
TECHNICAL COLLEGES  
Washington State Board

## Accessibility Compliance Tracker

[Dashboard](#) [Instructions](#) [Submit new product](#) [Search products](#)

[Change password](#)

[Log out](#)

### Dashboard

Welcome Brandon Ray

#### News

**Date:** 02/07/2019

**Subject:** Welcome

**Body:** Welcome to version 1.0, please upload and test the system so we can fix any bugs and roll it out to the system. Please report any bugs or issues to both Ward Naf [wnaf@whatcom.edu](mailto:wnaf@whatcom.edu) and Emily Heiner [ehainer@whatcom.edu](mailto:ehainer@whatcom.edu).

#### Statistics

Total products: 186

Assessed products: 1

Compliant products: 0

# Accessibility Compliance Tracker



COMMUNITY AND  
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Washington State Board

## Accessibility Compliance Tracker

[Dashboard](#) [Instructions](#) [Submit new product](#) [Search products](#)

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### Submit Product

#### Please specify the new technology you are adding

**Vendor:**

maxient

**Product:**

Word

**Version:**

2016

**Website:**

http://

☐ This product is a website

**Comments:**

[Add product](#)

[Bulk upload](#)

#### Existing products matching your search

[Maxient Maxient 2019](#)

[World Trade Press A to Z Maps Online 2019](#)

[The Freedom Scientific MAGic 14.0.11.400](#)

[Avigilon Access Control Manager 2019](#)

[Simplicity Corporation Career Services Manager 2019](#)

[TargetX TargetX Recruitment Manager 1802.1](#)

[MacMillan Learning Late Nite Labs 2019](#)

[Sequoia Retail Systems Merchandise Management 2019](#)

[Wiris MathType 2.2 2018](#)

# Accessibility Compliance Tracker - Basic Search

## Products

**Search Products**

[Switch to advanced](#)

Microsoft Word

Search

**Sorting**

☒ Closest match ☐ Alphabetical ☐ Most used ☐ Ready for testing ☐ Most recent

**Search Results** 186 results

[Adobe Acrobat X](#)  
[Adobe Creative Cloud 2018](#)  
[Adobe Digital Editions 4.5.10](#)  
[Adobe Dreamweaver CS6](#)  
[Adobe Fireworks CS6](#)  
[Adobe Flash CS6](#)  
[Adobe Illustrator CS6](#)  
[Adobe Photoshop CS6](#)  
[Adobe Sign 2019](#)  
[Apple QuickTime 7.7.9](#)  
[Archetype Innovations FHR Go 2019](#)  
[ArcLight Dynamics Command CNC Control Software Unknown](#)  
[Atom.io Atom Text Editor 1.10.1](#)  
[Atterbury Consultants SuperACE 2008](#)  
[AutoDesk AutoCAD 2016](#)  
[Autodesk AutoCAD 2018](#)  
[AUTODESK CAD 2019](#)  
[Autodesk ReCap Photo 60121](#)  
[Autodesk ReCap Pro 60121](#)  
[AUTODESK Revit 2019](#)

Next Page

Page 1 of 10

# Accessibility Compliance Tracker - Advanced Search

## Products

**Search Products**[Switch to basic](#)

**Sorting**  
☒ Closest match ☐ Alphabetical ☐ Most used ☐ Ready for testing ☐ Most recent

**Advanced search options**

**Archive Status**  
☐ Show archived products ⓘ

**Assessment Status**  
☒ Not assessed ☒ Assessed

**Compliance Status**  
☒ Not assessed ☒ More compliant ☒ Less compliant

**Institution using the product**



# Accessibility Compliance Tracker



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## Accessibility Compliance Tracker

[Dashboard](#) [Instructions](#) [Submit new product](#) [Search products](#)

[Change password](#)

[Log out](#)

NeoGov  
NeoGov  
2019

### Executive summary



### Overview



Keywords:

Website:

[Go](#)

- ☒ This product is a website
- ☐ This product has been assessed

# Accessibility Compliance Tracker

Meets accessibility requirements		🕒
Compliance:	Not assessed	
	<input type="checkbox"/> Ready for testing	
		<a href="#">Requirements checklist</a>
VPATs		🕒
<input type="button" value="Upload VPAT"/>		
WCAG compliance		🕒
WCAG Compliance:	Not assessed	
Issues:		
Comments:		
WCAG supporting documentation		🕒
Screen reader testing		🕒



# Accessibility Compliance Tracker

## Overall product comments



Add comment

## Misc product files



**Date:** 2019-03-15 02:58:00 AM  
**User:** bray@lcc.ctc.edu (Brandon Ray)  
**File:** [neogov-wcag2-cert.pdf](#)  
**Comments:** certified by Criterion Web Accessibility Solutions

**Date:** 2019-03-15 02:57:42 AM  
**User:** bray@lcc.ctc.edu (Brandon Ray)  
**File:** [neogov-AccessibilityStatement-20170406.pdf](#)  
**Comments:**

Upload a product file

# 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



# 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



# 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)
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- 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](mailto:bray@lowercolumbia.edu)**

This presentation can be accessed at:

**[bit.ly/2ShnC47](https://bit.ly/2ShnC47)**