



California State University, Chico

**Accessible Technology Initiative
Instructional Materials Accessibility Plan
Second Year Report 2008**

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Approved by ATI Steering Committee 8/13/2008

In Compliance with the Americans with Disabilities Act of 1990 (ADA), Section 508 of the 1973 Rehabilitation Act (as amended in 1998), the California State University Coded Memorandum AA-2007-04 requires annual reporting of the implementation of the Accessible Technology Initiative. This report focuses on Priority Two: Instructional Materials Accessibility Plan (IMAP) due August 15, 2008.

1. Timely Adoption of Text Books

Accomplishments in 2007-2008:

- ✓ This year, Chico State has developed business practices that ensure effective communication between the AS Bookstore and Academic Affairs administration which resulted in a textbook compliance rate of 62%. This is the highest compliance to date for Chico State.
- ✓ IMAP team has begun receiving plans that address late hire faculty and text book acquisition.
- ✓ ATI Team has provided face-to-face discussions to academic departments called the "Lifecycle of a Textbook", that includes information on ATI, timely adoption of textbooks, and the impact of late hire faculty.
- ✓ ATI Team has met with the President's Cabinet, Academic Senate, Academic Chairs, and the Council of Academic Deans to discuss ATI issues, text book ordering, late hire faculty policies and accessible instructional materials.
- ✓ ATI Team has partnered with Electronic Reserve and the AS Print Shop so that instructional materials can be copied and posted in accessible formats decreasing the need for accessibility production.

Plans for 2008-2009:

- Continue to address late hire faculty policies
- Revise the Academic Department Manual to include specific language regarding accessibility of instructional materials, textbook compliance, use of campus resources for instructional materials to ensure accessibility, late hire policies, review of classes/programs for accessibility.
- Encourage Provost to send a reminder/commitment email to all faculty.
- Continue to meet face to face with academic programs to discuss ATI issues.
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Hiring policies
- Time to acclimate staff to cultural and paradigm shift

Observations/discoveries:

We have developed useful and productive partnerships across campus. Campus programs and entities are responsive if they are provided a consistent and clear message of expectations and necessity.

2. Process

Accomplishments in 2007-2008:

- ✓ The IMAP Team continues to be comprised of administrators, faculty, DSS, Technology, Bookstore, Print Shop, Library Services personnel. Meetings are held several times each year to review progress, assign tasks to departments, governance bodies (Senate) and ad hoc

groups. Email is used to maintain frequent communication between meetings and to report on progress and challenges.

Plans for 2008-2009:

- This process is working and will be continued next year.
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Time and staffing limitations
- Limited financial resources

Observations/discoveries:

There are times of the academic year when meetings and progress is slow as other educational priorities take precedent. As Chico State moves through the ATI process and this cultural shift to Universal Design, we'll become more experienced with how ATI fits into the flow of activities and priorities.

3. Identification Resources and Allocation Commitments

Accomplishments in 2007-2008:

- ✓ DSS received additional \$35,000 in resources to provide alternate instructional materials to students.
- ✓ Information Resources committed substantial funds to purchase software (Omnipage) for the AS Bookstore, Print Shop, Electronic Reserve and Technology and Learning Program so that all campus programs are using the same technology and so that instructional materials can be made accessible regardless of what resource faculty chooses to use to disseminate their instructional materials.
- ✓ ATI Co-Executive Sponsors have developed an ATI budget and have presented it to Campus President and Fiscal Advisory Council. Approval and allegations are pending. If the budget is approved, ATI Co-Executive Sponsors along with ATI Steering Committee will manage the budget.
- ✓ Significant resources have been allocated this year for faculty training. (ATI Summer Camp) Resources were allocated by Information Resources, DSS and via EnACT grant.
Link: Workshop Description <http://www.csuchico.edu/tlp/accessibility/aticamp.shtml>
- ✓ Personnel resources were allocated in the form of additional staff support in the Technology and Learning Program that provides support and technical guidance to faculty.
- ✓ Resources were allocated to convert the balance of courses to Vista LMS which increases individual course accessibility.
- ✓ Significant resources were allocated for the creation and maintenance of a new Technology and Learning Program website on accessibility for faculty.
Link: TLP Website <http://www.csuchico.edu/tlp/accessibility>

Plans for 2008-2009:

- Get approval for ATI Budget
- Hire full time Instructional Materials Coordinator to be housed in DSS.
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- California State Budget

Observations/discoveries:

Significant resources were allocated this year with positive results in services to students and faculty.

4. Institutional Policies and Procedures That Support the ATI through Curriculum and Personnel Reviews**Accomplishments in 2007-2008:**

- ✓ Textbook Adoption procedures were developed this year that include prompt communication between the AS Bookstore and Academic Affairs administration regarding what textbook requisitions are not received at significant time intervals. The process has greatly improved textbook ordering compliance as stated above.
- ✓ New Faculty Orientation has been redesigned to include release time to participate in a series of workshops, including Universal Design, Accessible LMS and instructional materials

Plans for 2008-2009:

- Implement New Faculty Orientation Workshops
- Revise the Academic Affairs Department Manual, which will incorporate accessibility language specific to syllabus, policies for GE approval, Course adoption, late hire faculty, timely adoption of text books, production of accessible instructional materials, Universal Design, and curriculum review.
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- A previously structured calendar limited Academic Senate's ability to consider ATI related issues.
- Budget constraints

Observations/discoveries:

Developing policies and procedures that impacts the university community takes time, persistence and patience, much of which is compromised due to limited staffing and financial resources. We need guidance from other campuses and the Chancellor's Office regarding how they recommend bringing ATI issue into the personnel process. Including ATI issues in the RTP/FPPP process will be very difficult.

5. Commitments from All Stakeholders**Accomplishments in 2007-2008:**

- ✓ EnACT community of partners is a grassroots group that is working with other faculty on accessibility and Universal Design strategies.
- ✓ We expanded our ATI IMAP Team to include additional campus staff members, including Library, Print Shop and Bookstore personnel.

- ✓ DSS has created a Disability Leadership Council of students whose mission includes expanding the university's embrace of Universal Design.

Plans for 2008-2009:

- Support grassroots groups as they emerge by acknowledging their efforts and highlighting them in announcements and publications.
- Support the Disability Leadership Council in their efforts.
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Time and budget constraints
- Conflicting priorities

Observations/discoveries:

Grassroots groups of faculty can make a powerful impact with other faculty and on changing the culture from one of modification to Universal Design and accessibility.

6. Shared Responsibilities

Accomplishments in 2007-2008:

- ✓ CSU Chico has developed effective partnerships between the divisions, including Student Affairs (Disability Support Services), Academic Affairs (Provost's Office, Technology and Learning Programs, and Electronic Reserve), Business and Finance (Print Shop and Information Resources and CIO), as well as, with Associated Students (AS Bookstore).
- ✓ The balance of responsibility is healthy and sufficient to achieve success. Each division is contributing human and financial resources in order to improve accessibility of instructional materials, convert instructional materials into accessible formats, and provide technical assistance and training to faculty.

Plans for 2008-2009:

- Continue building partnerships in order to expand Universal Design and accessibility.
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Maintaining a shared vision among the Divisions while each Division has division priorities and compressed financial resources.

Observations/discoveries:

The University community is coming together to improve access on Chico State's campus.

7. Migration from Accommodation to Accessibility

Accomplishments in 2007-2008:

- ✓ Improvement in textbook ordering compliance
- ✓ New Faculty Orientation focusing on Accessibility and Universal Design
- ✓ TLP workshops (ATI Summer Camp)
Link: Workshop Description <http://www.csuchico.edu/tlp/accessibility/aticamp.shtml>
- ✓ Electronic Reserve has improved business practices, including linking articles directly from the Internet rather than digitizing them, which improves accessibility.
- ✓ AS Bookstore and campus Print Shop have partnered to produce accessible copies of course packs
- ✓ Began CMS ATI Project for managing PeopleSoft accessibility issues

Plans for 2008-2009:

- Continue building institutional commitment for accessibility
- Offer ATI “Camps” for new faculty
- Provide overview of accessibility and Universal Design at new faculty orientations
- Offer Universal Design workshop at annual Center for Excellence in Learning and Teaching (CELT) faculty conference
- Request that accessibility be a topic for Convocation
- Request that Provost send annual email regarding institutional responsibility and commitment
- AS Bookstore will continue to provide assistance to Faculty ordering textbooks to obtain E versions when possible
- Electronic Reserves and AS Print Shop will continue to develop their internal processes for producing accessible materials prior to student requests.
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Budget constraints for workshops
- Scheduling the workshops in relation to the academic calendar
- Pushing accessibility to the top of list of campus priorities

Observations/discoveries:

Chico State is building momentum with respect to an institutional commitment to accessibility in practice, as well as policy. There is a tremendous amount of work to be done, but effective partnerships, resource allocations, and administrative support are leading us in the right direction.

8. Early Identification of Students with Disabilities**Accomplishments in 2007-2008:**

- ✓ Continue to use email notifications/reminders for continuing students

Plans for 2008-2009:

- Problem solve with Enrollment Management regarding priority registration for freshman students with disabilities. Freshmen and transfer students who have disabilities do not get priority registration which impacts their ability to make timely requests for alternate media.
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Cross Divisional (DSS/Student Affairs and Enrollment Management/Business Affairs) problem solving

Observations/discoveries:

This will take building a partnership with Enrollment Management and Admissions who have not been partners thus far in ATI. .

9. Process for the Electronic Capture of Course Materials**Accomplishments in 2007-2008:**

- ✓ Accessible syllabus template has been established
- ✓ Accessible LMS Vista site is established for all classes
- ✓ OmniPage has been purchased for TLP, AS Bookstore, Electronic Reserve and Print Shop so instructional materials can be produced in consistent and accessible format
- ✓ TLP offers a faculty “self serve” station for scanning documents
- ✓ TLP Accessibility website established with links to tutorials for producing accessible documents
- ✓ New faculty ATI brochure provides best practices for instructional materials



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Attachment: Faculty Brochure

- ✓ TLP has starting offering assistance to faculty using Camtasia for transcription and captioning multimedia.

Plans for 2008-2009:

- Strengthen communication and outreach efforts to faculty
- Continue to provide ATI Camp workshop to faculty
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Budget constraints
- Conflicting messages to faculty regarding institutional priorities

Observations/discoveries:

Chico State has significant resources in place; our outreach efforts need to be strengthened to reach greater numbers of faculty.

10. Multimedia**Accomplishments in 2007-2008:**

- Web services has used monitoring software which checks for accessibility to alert website owners of need for accessibility

- Developed procurement plan that includes requirements for purchase of accessible multimedia
- TLP began offering captioning and transcription services using Camtasia

Plans for 2008-2009:

- Determine the scope and size of the amount of multimedia involved in our plan
- Develop a budget related to multimedia
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Budget constraints

Observations/discoveries:

The range of audiovisual and multimedia employed by faculty in the classroom is HUGE from student-created projects, to personal copies of rare or hard-to-get video. All CSU campuses need support for accessible multi-media, as the scope of this problem dwarfs campus resources

11. Incentives

Accomplishments in 2007-2008:

- ✓ Stipends were offered to faculty who participated in ATI Course Makeover Summer Camps.

Plans for 2008-2009:

- Offer release time for new faculty to attend series of workshops, which include ATI
- Offer stipends for ATI Course Makeover Camps
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Budget restraints

Observations/discoveries:

The stipends were a huge incentive and very successful motivator for faculty to attend ATI Course Makeover Summer Camp. Due to State budget issues, stipends may not be able to be offered in the coming year. Release time for new faculty, however, has already been approved.

12. Training

Accomplishments in 2007-2008:

- ✓ Developed ATI Course Makeover Summer Camp. This two- day workshop was offered three times and was highly successful. It was initially offered twice, but due to overwhelming response, two additional workshops were added. TLP trained a total of sixty-four faculty.
- Link: Workshop Description <http://www.csuchico.edu/tlp/accessibility/aticamp.shtml>
- ✓ Developed TLP Accessibility website which includes on line tutorials, best practices.

- ✓ <http://www.csuchico.edu/tlp/accessibility/>
- ✓ Developed Faculty Toolkit for Creating Accessible Documents
<http://www.csuchico.edu/tlp/accessibility/toolkit>
- ✓ TLP offers “help desk” services for faculty, as well as provides training on “self service” scanning station located in the TLP faculty room.
- ✓ Developed faculty ATI brochure (attached)
- ✓ Provided 3 CELT workshops on ATI
Link: Workshop Description <http://rce.csuchico.edu/celt/thursday.html>
Link: Workshop Description <http://rce.csuchico.edu/celt/friday.html>
- ✓ Offered two additional faculty workshops (total of approximately twenty faculty)
Link: Workshop Descriptions
<http://aphid.csuchico.edu/tlpvirtual/Training/session/index.asp#2>

Plans for 2008-2009:

- Provide ATI Camp to fourteen instructors who are offering new courses in order to meet timeline associated with accessibility of new course content.
- Provide ATI Camp to new faculty cohort as part of mandatory release time workshops
- Offer ATI Camp to other faculty
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

Time for scheduling and budget issues associated with offering workshops

Observations/discoveries:

A pre and post survey was given after each ATI Course Makeover Summer Camp. The following highlights the results.

- 100% very likely to recommend this workshop to others
- 100% very likely to share content or methods with others
- 92% likely or very likely to share experiences with others at CELT conference session
- 100% improved their ease of use of Vista and understanding of UDL

13. Outreach, Communication, Awareness, Marketing

Accomplishments in 2007-2008:

- ✓ ATI IMAP Team met with President’s Cabinet
- ✓ ATI IMAP Team met with Academic Senate
- ✓ ATI IMAP Team met with Council of Academic Deans
- ✓ ATI IMAP Team met with Academic Department Chairs
- ✓ Developed a one page ATI overview used at before mentioned meetings and other informational sessions
- ✓ Developed Faculty ATI Brochure
- ✓ Revised DSS faculty brochure which highlights ATI, Accessibility and Universal Design issues
- ✓ Developed TLP Accessibility website for faculty

- ✓ Marketed ATI Summer Camp resulting in overwhelming response
- ✓ AS Bookstore provided “Lifecycle of a Textbook” training to academic departments
- ✓ Faculty toolkit for Creating Accessible Documents
- ✓ ATI highlighted in ATEC Newsletter and Inside Chico publication Spring 2007

Plans for 2008-2009:

- Encourage President to include ATI in Convocation
- Encourage Provost reminder
- New Faculty orientation re: ATI
- Send ATI Faculty Brochure to faculty
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Time and conflicting priorities

Observations/discoveries:

Nothing to report

14. Assessment of Faculty Materials to Be Made Accessible

90% of faculty requires training in ATI, Universal Design and the creation of accessible instructional materials. We have not estimated the volume of faculty generated instructional materials. It may be more appropriate to use resources to teach faculty how to produce or convert instructional materials into accessible formats, rather than continue to survey them regarding what needs to be done. Faculty are notified that they have a SWD the first week of class in several ways, including an email or phone call from the DSS Advisor or via an instructor letter delivered by the student.

Accomplishments in 2007-2008:

- ✓ Faculty is identified in hiring cohorts

Plans for 2008-2009:

- Continue to identify and evaluate the scope of instructional materials that faculty produce
- Meet deadlines and objectives outlined in ATI and Chico IMAP
- Evaluate the system for which faculty are notified of a SWD in their class

Barriers to completion:

This is an enormous issue that will require significant human and financial resources.

Observations/discoveries:

We estimate that Chico State instructors generate about 700 course packs. However, estimating all faculty generated materials is virtually impossible. Faculty members are oriented regarding the ATI and UDL during new faculty orientations, as well as, throughout the academic year via the outreach and training efforts detailed in the Chico IMAP and this report.

15. Tools for Document and Media Conversion

Accomplishments in 2007-2008:

- ✓ Purchase of OmniPage for TLP, AS Bookstore, Print Shop

Plans for 2008-2009:

- Continue to provide conversion services through DSS
- Market conversion services that are available via TLP and the Print Shop
- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Budget issues for self sustaining programs, such as Print Shop
- Staffing shortages in all areas

Observations/discoveries:

CSU Chico is eagerly awaiting system wide solutions for multimedia conversion.

16. System Wide Shared Resources (CAM, etc)

CSU Chico continues to use CAM as a search resource for converted textbooks. Chico uses CAM to document textbooks that we convert into alternate format in order to share resources with other CSU campuses. Our expectation is that CAM will continue to develop resources to assist campuses to strengthen their alternate media programs, including developing captioning resources, Braille transcription resources, establishing minimum quality requirements for holdings, and aggregating information on technology and workflow used in alternate media programs.

17. System Integration**Accomplishments in 2007-2008:**

- ✓ LMS Vista conversion complete- all courses are provided an accessible site
- ✓ ER is now automatically linking to articles instead of scanning them into inaccessible documents

Plans for 2008-2009:

- Meet related ATI and Chico IMAP deliverables

Barriers to completion:

- Financial and human resource constraints
- Third party systems

Observations/discoveries:

Nothing to report

Appendix

Cross reference from Year 2 IMAP Report to IMAP Requirements

Year 2 IMAP Report Topics	IMAP- per Coded Memo AA-2007-04
1. Timely Adoption – Specifically, score of materials and late hire strategy.	1, 2
2.Process- Details/Personnel/Calendar for Initiative	9-11
3.Identification Resources and Allocation Commitments	1-8
4.Institutional Policies & Procedures that support the ATI through curriculum and personnel reviews	6, 7
5.Commitments from All Stakeholders	1-8
6. Share Responsibilities	1-8
7.Migration from Accommodation to Accessibility	1,2,4,5,7
8.Early Identification of Students with Disabilities	3
9.Process for the Electronic Capture of course materials	1,2,4,7
10.Multimedia	5,7
11.Incentives	1-8
12.Training	7,8
13.Outreach,Communication,Awareness, Marketing	8
14. Assessment of Faculty Materials to be made accessible.	1,2,4,5,7
15.Tools for Document and Media conversion	1,4,7
16. System Wide Shared Resources (CAM etc.)	1-8
17. System integration	1-8
18.Things not addressed by the preceding : challenges, findings, trends, problem, recommendations and conclusions	1-11

Instructional Materials Accessibility Plan (IMAP) Main Topics (Coded Memo AA-2007-04)

1. A process for timely adoption of textbooks by faculty.
2. A process for identification of textbooks for late-hire faculty.
3. A process for early identification of students with disabilities who require instructional materials to be provided in an alternate format.
4. A strategy to increase use of the campus LMS for delivering technology-enabled courses, and for posting syllabi and instructional materials online for traditional face-to-face and hybrid and blended courses.
5. A process to incorporate accessibility requirements in the purchase of digital or multimedia instructional materials (captions on videos, for example).
6. A method to incorporate accessibility (where required) in the educational policy addressing course development and delivery
7. A plan to support faculty in the creation of accessible course content.
8. A communication process and training plan to educate students, staff, and faculty about the campus Instructional Materials Accessibility Plan.
9. An evaluation of the overall effectiveness of the campus IMAP.
10. Identification of all campus personnel involved in implementing or overseeing the campus IMAP
11. Chronological listing of all IMAP deliverables (policies, timelines, milestones)