

# Web CAR AY14/15

## 1. Campus

### Campus Name - Required

Chico

## 2. 1.0 Web Accessibility Evaluation Process

### Goal 1.0: Identify and repair or replace inaccessible websites, web applications, and digital content.

#### 1.0 Goal Status - Required

Initiated

#### Key Accomplishments AY 14/15 (Please list 3 to 5)

Accomplishment 1 : Launch of accessible home and secondary pages in campus\'s Cascade CMS.

Accomplishment 2 : Implemented a process to create accessible pdfs of all content created by the Graphic Design Studio that goes online.

Accomplishment 3 : Implemented accessibility requirements for newsletters sent out through Public Affairs and Publications.

Accomplishment 4 : Created regular process for doing automatic and manual Compliance Sheriff scans on campus sites.

#### Key Plans AY 15/16 (Please list 3 to 5)

Plan 1 : Launch new college/department templates in campus\'s Cascade CMS.

Plan 2 : Begin migration of content into new templates, retraining all users in accessibility during the process.

Plan 3 : Form a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content to identify, evaluate, and fix accessibility issues.

Plan 4 : Explore options for scanning campus pages for digital content.

Plan 5 : Hire Web Services position responsible for training CMS users in accessibility and following through with mitigation assistance.

### Comments

#### 1.0 Success Indicators

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
1.1 Assigned responsibility for the evaluation process to a body (person(s) or business entity).	Initiated		X	X	Campus is in the process of forming a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content to identify, evaluate, and fix accessibility issues.
1.2 Inventoried all campus administrative websites.	Established		X	X	We can manually pull lists of all sites in our CMS. Lists of sites on our Web server and web apps associated with campus have been created--would have to be manually divided into

					administrative and other categories.
1.3 Inventoried all administrative websites developed by contract vendors.	Defined			X	A master list of web apps associated with campus has been created--would have to be manually divided into contract vendor sites and other categories. Can also access this through procurement records.
1.4 Established a process to perform regularly scheduled accessibility audits using established criteria to identify websites that need remediation.	Established		X	X	
1.5 Conducted automated accessibility evaluations on websites and web applications.	Defined		X	X	We are conducting evaluations with Compliance Sheriff on the websites in the new, more accessible templates within the campus's CMS. Working to broaden the scope of these scans to sites outside of the CMS AND to migrate as many campus sites as possible into the new templates.
1.6 Conducted manual accessibility evaluations on websites and web applications.	Defined				We are conducting evaluations with Compliance Sheriff on the websites in the new, more accessible templates within the campus's CMS. Working to broaden the scope of these scans to sites outside of the CMS AND to migrate as many campus sites as possible into the new templates.
*1.7 <b>REVISED</b> Established a procedure to distribute evaluation results to campus members responsible for website and maintenance.	Initiated			X	In the process of hiring a Web Support Lead who will be in charge of communicating with campus members about evaluation results and how to fix accessibility problems.
1.8 Established a follow-up procedure that tracks remediation or replacement of documented compliance issues.	Not Started			X	In the process of hiring a Web Support Lead who will be in charge of communicating with campus members about evaluation results and how to fix accessibility problems--and following up with remediation.
ensure that campus members involved in maintaining websites and web applications, are familiar with the web accessibility evaluation process.	Defined		X	X	Accessibility is part of the required training for CMS users. Working to migrate as many campus sites as possible into our CMS.
1.10 Established a procedure to ensure that campus members involved in maintaining websites, web application know who to contact for compliance assistance.	Initiated		X	X	Campus members can request a "Website consultation" that includes accessibility through our ticket system.
					Campus is in the process of

1.11 Conducted manual accessibility evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF).	Initiated			X	forming a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content to identify, evaluate, and fix accessibility issues outside of the main CMS.
1.12 Conducted manual evaluations on digital content – videos.	Initiated			X	Campus is in the process of forming a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content to identify, evaluate, and fix accessibility issues.
1.13 Conducted manual evaluations on digital content – audios.	Initiated			X	Campus is in the process of forming a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content to identify, evaluate, and fix accessibility issues.
1.14 Established a procedure to distribute evaluation results to campus members and vendors responsible for digital content maintenance.	Initiated			X	Campus is in the process of forming a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content to identify, evaluate, and fix accessibility issues.
1.15 Established a procedure to ensure that campus members involved in maintaining digital content are familiar with the web accessibility evaluation process.	Initiated		X	X	Accessibility info (including evaluation process) is part of the required training for CMS users. Working to migrate as many campus sites as possible into our CMS. This will be an even bigger part of the training for the new templates to be launched in 2016.
1.16 Established a procedure to ensure that campus members involved in maintaining digital content know who to contact for compliance assistance.	Initiated		X	X	
1.17 Documentation of the web accessibility evaluation process is archived and can be produced for inspection.	Defined		X	X	
*1.18 <b>NEW</b> Established a procedure to distribute evaluation results to vendors responsible for website maintenance.	Not Started			X	

**Collaborating on Goal 1 - Web Accessibility Evaluation Process**

	1.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
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**3. 2.0 New Website/Web Application and Digital Content Design and Development Process**

**Goal 2.0: New website/web application and digital content development complies with all Section 508 accessibility guidelines.**

**2.0 Goal Status - Required**

Defined

**Key Accomplishments AY 14/15 (Please list 3 to 5)**

**Key Plans AY 15/16 (Please list 3 to 5)**

**Comments**

**2.0 Success Indicators**

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
2.1 Established a process to ensure that new websites and web applications are developed with "designed in" accessibility included.	Initiated		X	X	In 2015, campus rolled out a new home page and secondary pages that were designed with accessibility in mind. In 2016, we will release templates in our CMS for the college/department/admin sites that have accessibility designed in and will begin the process of migrating as many campus sites as possible into these templates.
2.2 Established a procedure to ensure that accessible coding techniques are used to develop new websites and web applications.	Defined		X	X	
2.3 Established a procedure to ensure that campus members involved in the design and development processes are aware of Section 508 guidelines.	Initiated		X	X	
2.4 Established a procedure to ensure that campus members involved in website	Initiated		✓	✓	

design and development know who to contact for compliance assistance.	Initiated		^	^	
2.5 Developed digital content: documents (word processor produced, excel, PowerPoint, PDF) in accordance with Section 508 accessibility guidelines.	Initiated		X	X	
2.6 Developed digital content: videos in accordance with Section 508 accessibility guidelines.	Initiated		X	X	
2.7 Developed digital content: audios in accordance with Section 508 accessibility guidelines.	Initiated		X	X	
2.8 Established a procedure to ensure that campus members involved in digital content development know who to contact for compliance assistance.	Initiated		X	X	
*2.9 <b>NEW</b> Assigned responsibility for the New Web Development process to a body (person(s) or business entity).	Established		X	X	Campus is in the process of forming a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content to identify, evaluate, and fix accessibility issues.

**Collaborating on Goal 2 - New Website/Web Application and Digital Content Design and Development Process**

	2.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
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**4. 3.0 Ongoing Monitoring Process**

**Goal 3.0: Updating and maintenance of websites/web applications and digital content comply with Section 508 Accessibility Standards.**

**3.0 Goal Status - Required**

Initiated

**Key Accomplishments AY 14/15 (Please list 3 to 5)**

Accomplishment 1 : Created regular process for doing automatic and manual Compliance Sheriff scans on campus sites.

Accomplishment 2 : Launch of accessible home and secondary pages in campus\'s Cascade CMS.

**Key Plans AY 15/16 (Please list 3 to 5)**

Plan 1 : Form a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content to identify, evaluate, and fix accessibility issues.

Plan 2 : Launch new college/department templates in campus's Cascade CMS.

Plan 3 : Begin migration of content into new templates, retraining all users in accessibility during the process.

Plan 4 : Hire Web Services position responsible for training CMS users in accessibility and following through with mitigation assistance.

**Comments**

**3.0 Success Indicators**

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
3.1 Assigned responsibility for the ongoing monitoring process of websites and web applications to a body (person(s) or business entity).	Defined		X	X	
3.2 Established a procedure to verify that any changes made to existing website and web applications comply with 508 accessibility guidelines.	Initiated		X	X	
3.3 Established a procedure to ensure that campus members involved in website and/or web application development are familiar with the monitoring process.	Initiated		X	X	
3.4 Established a procedure to ensure that campus members that develop websites, web applications know who to contact for compliance assistance.	Initiated		X	X	
3.5 Assigned responsibility for the ongoing monitoring process of digital content to a body (person(s) or business entity).	Not Started			X	
3.6 Conducted Section 508 evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF) before the documents are published to the web.	Not Started			X	
3.7 Conducted Section 508 evaluations on digital content: videos before the videos are published to the web.	Not Started			X	
3.8 Conducted Section 508 evaluations on digital content: audios, before the audios are published to the web.	Not Started			X	
3.9 Established a procedure to ensure that campus members involved in digital content development are familiar with the monitoring process.	Not Started			X	
3.10 Established a procedure to ensure that campus members that develop digital content know who to contact for compliance assistance.	Not Started			X	
3.11 Documentation of the web accessibility monitoring process is archived and can be produced for inspection.	Defined		X	X	

### Collaborating on Goal 3 - Ongoing Monitoring Process

	3.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
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### 5. 4.0 Exemptions and Alternatives Process

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**Goal 4.0: Documented non-compliant websites, web applications and digital content must be delivered in an equally effective alternate format and granted an exemption.**

#### 4.0 Goal Status - Required

Initiated

#### Key Accomplishments AY 14/15 (Please list 3 to 5)

Accomplishment 1 : Started creating a Web Accessibility Plan.

Accomplishment 2 : Created regular process for doing automatic and manual Compliance Sheriff scans on campus sites.

Accomplishment 3 : Trained all new users of campus CMS in accessibility.

#### Key Plans AY 15/16 (Please list 3 to 5)

Plan 1 : Form a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content to identify, evaluate, and fix accessibility issues.

Plan 2 : Implement Web Accessibility Plan through this committee.

Plan 3 : Begin migration of noncompliant content into new templates, retraining all users in accessibility during the process.

Plan 4 : Hire Web Services position responsible for training CMS users in accessibility and following through with mitigation assistance.

#### Comments

#### 4.0 Success Indicators

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
4.1 Established a process for granting exemptions.	Defined			X	
4.2 Documented process for handling exemptions is part of the campus Web Accessibility Plan.	Initiated			X	
4.3 Established a procedure to ensure that campus members responsible for website and web application are aware of the process for providing accessible alternate formats.	Initiated		X	X	
4.4 Accessible alternate format is in place for all website and web applications exemptions.	Initiated			X	
4.5 Established a follow-up procedure to remediate non-compliant websites, and web applications.	Initiated		X	X	
4.6 Established a procedure to ensure that campus members responsible for website, and web applications, know who to contact for compliance assistance.	Initiated		X	X	
4.7 Documentation of the website, and web application, exemptions and alternative accommodations process is archived and can be produced for inspection.	Defined		X	X	
4.8 Accessible alternate format is in place for all digital content exemptions.	Initiated		X	X	
4.9 Established a procedure to ensure that campus members responsible for digital content are aware of the process for providing accessible alternate formats.	Initiated		X	X	
4.10 Established a follow-up procedure to remediate non-compliant digital content.	Initiated		X	X	
4.11 Established a procedure to ensure that campus members responsible for digital content know who to contact for compliance assistance.	Initiated		X	X	
4.12 Documentation of the digital content exemptions and alternative accommodations process is archived and can be produced for inspection.	Initiated		X	X	
*4.13 <b>NEW</b> Assigned responsibility for the exemptions process to a body (person(s) or business entity).	Initiated			X	

#### Collaborating on Goal 4 - Exemptions and Alternatives Process

	4.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
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#### 6. 5.0 Training Process



**Goal 5.0: Professional development training has incorporated Section 508 accessibility guidelines into website and web applications development and digital content preparation.**

**5.0 Goal Status - Required**

Initiated

**Key Accomplishments AY 14/15 (Please list 3 to 5)**

Accomplishment 1 : Trained all new users of campus CMS in accessibility.

**Key Plans AY 15/16 (Please list 3 to 5)**

Plan 1 : Begin migration of content into new templates, retraining all users in accessibility during the process.

Plan 2 : Form a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content who will train their areas in accessibility.ir .

**Comments**

**5.0 Success Indicators**

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
5.1 Assigned responsibility for the training process of web development and web application development to a body (person(s) or business entity).	Initiated		X	X	
5.2 Assigned responsibility for the training process of digital content development to a body (person(s) or business entity).	Initiated		X	X	
5.3 Established a web based repository for training materials that are available to members of the campus community.	Established		X	X	
5.4 Established and deployed accessible web training program for web developers and designers.	Initiated		X	X	
5.5 Established and deployed accessible web training program for web content contributors.	Established		X	X	
5.6 Established and deployed accessible web training program for digital content: (word processor produced, excel, PowerPoint, PDF) publishers.	Defined		X	X	
5.7 Established and deployed accessible web training program for digital content: video publishers.	Initiated		X	X	
5.8 Established and deployed accessible web training program for digital content: audio publishers.	Initiated		X	X	
5.9 Training is offered on a regular schedule.	Defined		X	X	
5.10 Established a procedure to ensure that campus members are aware of the training process and know who to contact for training assistance.	Initiated		X	X	
5.11 Documentation of the training sessions and attendance is archived and can be produced for inspection.	Defined		X	X	

## Collaborating on Goal 5 - Training Process

	5.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
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## 7. 6.0 Communication Process

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**Goal 6.0:** In general the campus community is aware of Section 508 guidelines to make web based information available to everyone (students, staff, faculty and the general public) regardless of disability.

### 6.0 Goal Status - Required

Initiated

### Key Accomplishments AY 14/15 (Please list 3 to 5)

Accomplishment 1 : Revised web accessibility knowledge base.

Accomplishment 2 : Trained all new users of campus CMS in accessibility.

Accomplishment 3 : Communicated about accessibility as part of the launch of accessible home and secondary pages in campus's Cascade CMS.

### Key Plans AY 15/16 (Please list 3 to 5)

Plan 1 : Create a regular campus announcement informing campus community about accessibility efforts.

Plan 2 : Hire Web Services position responsible for revising knowledge base and training materials.

Plan 3 : Revise and publicize web accessibility knowledge base.

### Comments

**6.0 Success Indicators**

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
6.1 Assigned responsibility for the communication process to a body (person(s) or business entity).	Initiated		X	X	
6.2 Established an ongoing general campus communication that promotes web accessibility awareness.	Initiated		X	X	
6.3 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new faculty.	Established		X	X	
6.4 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new staff.	Initiated		X	X	
6.5 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for students.	Initiated		X	X	
6.6 Documentation of the communication process is archived and can be produced for inspection.	Initiated		X	X	

**Collaborating on Goal 6 - Communication Process**

	6.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
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**8. 7.0 Administrative Process**

**Goal 7.0: Campus governance entities are aware of and kept informed about web accessibility.**

**7.0 Goal Status - Required**

Defined

**Key Accomplishments AY 14/15 (Please list 3 to 5)**

Accomplishment 1 : Began to make web accessibility a more collaborative process across campus colleges/departments.

Accomplishment 2 : Communicated about accessibility as part of the launch of accessible home and secondary pages in campus\'s Cascade CMS.

**Key Plans AY 15/16 (Please list 3 to 5)**

Plan 1 : Form a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content who will reach out to campus governance.

Plan 2 : Use new campus committee to implement a Web Accessibility Plan.

**Comments**

**7.0 Success Indicators**

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
7.1 Developed and published a Web Accessibility Plan.	Defined		X	X	
7.2 Established a procedure to update and revise the Web Accessibility Plan as necessary.	Defined		X	X	
7.3 Established metrics for each of the Web Accessibility Plan areas (evaluation, monitoring, new development, exemptions & alternatives, training, and communication).	Initiated		X	X	
7.4 Established a procedure to document the results of the metrics as applied to the web plan areas and to distribute those results to campus governance entities.	Initiated		X	X	

**Collaborating on Goal 7 - Administrative Process**

	7.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
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**9. Contributors**

**Final Comments**

Web Services has had an administration change and we are looking forward to making progress in multiple areas.

**Contributors**

	First Name	Last Name	Title	Email Address	Phone Number
1	Anna	Harris	Web Services Lead	acharris@csuchico.edu	530-898-5882
2	Jeremy	Olguin	Accessible Technology Coordinator	jdolguin@csuchico.edu	530-898-4863
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**Required - Updated Campus Plan Declaration**

No

**Request for Submission Notification**

Please send an email verifying submission of this report to:

**Name:**

Jeremy Olguin

**Email:**

jdolguin@csuchico.edu

**Request for PDF Copy of Responses**

Please send a PDF copy of this report to:

**Name:**

Jeremy Olguin

**Email:**

jdolguin@csuchico.edu

**Required - This report has been approved by Campus Sponsor:**

Sandy Parsons