

Web Accessibility Year 3 Self-Assessment Option 1

Introduction

This document focuses on Priority One (Web Accessibility) and reflects activity for the 2008/2009 reporting year. The goals for this framework are as follows: (1) to provide a mechanism for campus teams to track internal progress, (2) to promote cross-pollination of practices by providing campus ATI with details of how others are addressing ATI goals, (3) to provide a means by which campuses may indicate their willingness to share promising practices, and (4) to provide a forum for campuses to identify areas for which they are seeking support and guidance.

Organization/Structure

A task force for this priority area, composed of representatives from several campuses, worked over several months to develop this self-assessment. They met over the last several months to create this document in order to give CSU ATI committees structure for assessing their progress in achieving the goals set forth in Coded Memo AA-2007-04. The task force established measurable activities that may be used as success indicators for each goal. The goals and the success indicators make up the structure of this self-assessment.

Status Levels

The status levels used throughout this document are derived from the Capability Maturity Model. The task force adopted this model for several reasons: (1) its ability to convey a 'spectrum of progress', (2) its emphasis on lasting change, and (3) its support for uniform status levels across campuses. The table below is intended to provide guidance to campuses regarding the selection of an appropriate status level. For each status level, a brief description is provided that indicates how that status level would be manifested for the three types of success indicators (procedures, documentation, and resources)

| Success Indicator Level | Description for Procedures | Description for Documentation | Description for Resources |
|-------------------------|---|---|---|
| Not Started | No action has been taken yet. | No documentation has yet been generated. | No resources have yet been allocated. |
| Initiated | The campus has an ad hoc or developing practice. Procedures, if in place, are generally ad hoc. | Documentation is generally absent. | Resources have been tentatively identified but not yet allocated. |
| Defined | The campus has a common practice. Procedures, if in place, are consistent but informal. | Documentation, if present, is in working draft. | Resources have been firmly identified but not yet allocated. |
| Established | The campus has a standard practice. Procedures are consistent and formal. | Documentation is complete and fully reflects the standard practice. | Resources have been both identified and allocated. |
| Managed | The campus has a mature practice. Procedures are also in place to track and capture success indicators (milestones and measures of success). | Documentation is complete and fully reflects the standard practice. Additional documentation may be generated as tracking/capturing activities occur. | Resources have been both identified and allocated. |
| Refining | The campus has an improving practice. Procedures are also in place to conduct regular administrative reviews of success indicators to gauge effectiveness and implement improvements. | Documentation is continually revised to reflect the managed practice. Periodic administrative review of documentation is conducted. | Resources have been both identified and allocated. Periodic administrative review of resource allocations is conducted. |

Instructions

To complete the self-assessment:

1. For each goal statement, complete the following fields:
 - a. Status (select a status level that best corresponds to values in the table above)
 - b. Key Accomplishments 08/09 (briefly describe 3-5 key accomplishments related to the goal statement)
 - c. Key Plans 09/10 (briefly describe 3-5 planned activities related to the goal statement)
2. For each success indicator, complete the following fields:
 - a. Year Started (enter the year in which activity began on this success indicator)
 - b. Worked on 08/09 (choose yes/no to indicate whether activity occurred in 08/09)
 - c. Will work on 09/10 (choose yes/no to indicate whether activity will occur in 09/10)
 - d. Assistance Requested (choose yes/no to indicate whether your campus would like assistance from the ATI staff)
 - e. Area(s) of Requested Collaboration (briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff)
 - f. Assistance Offered (choose yes/no to indicate a indicate willingness to share promising practices with other campuses and the ATI staff)
3. A Comments section for each goal is provided at the end of the success indicators. Use this area to provide the ATI with feedback about improvements or changes that should be considered for future self-assessments.
4. Technical Note: For optimum printing, use landscape setting and legal paper size.
5. You may direct questions regarding the self-assessment to Keva Williams at kwilliams@calstate.edu who will forward them to the appropriate ATI staff member.
6. You may submit your completed self-assessment to Keva Williams at kwilliams@calstate.edu on or before Friday, February 5, 2010.

Contributors

This information will be used for follow up questions and collaboration.

| Name | Title | Email Address | Phone Number |
|--------------|---|--|--------------|
| Tony Dunn | Web Accessibility and Content Management Coordinator | adunn@csuchico.edu | 530-898-6550 |
| Jerry Ringel | Director Computer and User Services | jringel@csuchico.edu | 530-898-5862 |
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Campus Name:

1.1 Web Accessibility Evaluation Process

| Goal | Goal Status | Key Accomplishments 08/09 | Key Plans 09/10 |
|---|-------------|--|---|
| Identify and repair or replace inaccessible websites, web applications, and digital content. | Established | <ul style="list-style-type: none"> Began implementation of campus WCMS and import of sites into accessible templates within WCMS. The WCMS enforces a degree of accessibility based on internal rules. Refined and expanded automated accessibility tracking software. | <ul style="list-style-type: none"> Continue importing sites into accessible templates in the campus WCMS. Our goal is to have 50% of all sites eligible to go into the WCMS done by end of FY 09-10. Implement re-designed and accessible campus home page and top-level pages. Identify old/unused web sites that are not accessible and remove or archive. |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|--|-----------|--------------|------------------|---------------------|-----------------------|--|---------------------|
| 1.1.1 Assigned responsibility for the evaluation process to a body (person(s) or business entity). | Managed | 2007 | No | No | No | | |
| 1.1.2 Inventoried all campus administrative websites. | Managed | 2007 | Yes | Yes | No | | |
| 1.1.3 Inventoried all administrative websites developed by contract vendors. | Managed | 2007 | Yes | Yes | No | | |
| 1.1.4 Established a process to perform regularly scheduled accessibility audits using established criteria to identify websites that need remediation. | Managed | 2007 | Yes | Yes | No | | |
| 1.1.5 Conducted automated accessibility evaluations on websites and web applications. | Managed | 2007 | Yes | Yes | No | | |
| 1.1.6 Conducted manual accessibility evaluations on websites and web applications. | Defined | 2008 | Yes | Yes | Yes | Leverage tools and processes that other campuses have developed for manual evaluation/remediation. | |
| 1.1.7 Conducted manual accessibility evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF). | Initiated | 2009 | Yes | Yes | Yes | Leverage tools and processes that other campuses have developed for manual evaluation/remediation. | |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|--|-------------|--------------|------------------|---------------------|-----------------------|--|---------------------|
| 1.1.8 Conducted manual evaluations on digital content: videos. | Defined | 2008 | Yes | Yes | Yes | Leverage tools and processes that other campuses have developed for manual evaluation/remediation. | |
| 1.1.9 Conducted manual evaluations on digital content: audios. | Defined | 2008 | Yes | Yes | Yes | Leverage tools and processes that other campuses have developed for manual evaluation/remediation. | |
| 1.1.10 Established a procedure to distribute evaluation results to campus members and vendors responsible for website and digital content maintenance. | Managed | 2007 | Yes | Yes | No | | |
| 1.1.11 Established a follow-up procedure that tracks remediation or replacement of documented compliance issues. | Managed | 2007 | Yes | Yes | No | | |
| 1.1.12 Established a procedure to ensure that campus members involved in maintaining websites, web application, and/or digital content are familiar with the web accessibility evaluation process. | Established | 2007 | Yes | Yes | No | | |
| 1.1.13 Established a procedure to ensure that campus members involved in maintaining websites, web application and/or digital content know who to contact for compliance assistance. | Established | 2008 | Yes | Yes | No | | |
| 1.1.14 Documentation of the web accessibility evaluation process is archived and can be produced for inspection. | Established | 2007 | Yes | Yes | No | | |
| Comments | | | | | | | |

1.2 New Website/Web Application and Digital Content Design and Development

| Goal | Goal Status | Key Accomplishments 08/09 | Key Plans 09/10 |
|--|-------------|---|---|
| New website/web application and digital content development complies with all Section 508 accessibility guidelines. | Defined | <ul style="list-style-type: none"> Communicated with campus that new web sites must meet Section 508 accessibility guidelines. Implemented standard, accessible web site templates within the campus WCMS. The WCMS enforces a degree of accessibility based on internal rules. All new sites are encouraged to use the WCMS. | <ul style="list-style-type: none"> All new web sites that are reviewed by central web services staff are reviewed for accessibility. All new web sites that use the WCMS must use accessible templates. Implement re-designed and accessible campus home page and top-level pages. |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|---|-------------|--------------|------------------|---------------------|-----------------------|---|---------------------|
| 1.2.1 Established a process to ensure that new websites and web applications are developed with "designed in" accessibility. | Established | 2007 | Yes | Yes | No | | |
| 1.2.2 Established a procedure to ensure that accessible coding techniques are used to develop new websites and web applications. | Established | 2008 | Yes | Yes | No | | |
| 1.2.3 Developed digital content: documents (word processor produced, excel, PowerPoint, PDF) in accordance with the Section 508 accessibility guidelines. | * Initiated | 2007 | Yes | Yes | Yes | Leverage tools and processes developed at other campuses to implement accessibility of documents. | |
| 1.2.4 Developed digital content: videos in accordance with Section 508 accessibility guidelines. | *Defined | 2007 | No | No | Yes | Leverage tools and processes developed at other campuses to implement accessibility of videos. | |
| 1.2.5 Developed digital content: audios in accordance with Section 508 accessibility guidelines. | *Defined | 2007 | No | No | Yes | Leverage tools and processes developed at other campuses to implement accessibility of audio content. | |
| 1.2.6 Established a procedure to ensure that campus members involved in the design and development processes are aware of Section 508 | Established | 2008 | Yes | No | No | | |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|---|--|--------------|------------------|---------------------|-----------------------|------------------------------------|---------------------|
| guidelines. | | | | | | | |
| 1.2.7 Established a procedure to ensure that campus members involved in website design, development and/or digital content development know who to contact for compliance assistance. | Established | 2008 | Yes | No | No | | |
| Comments | <p>* 1.2.3 –The library maintains a facility to make accessible PDF versions of scanned documents for placement on the web. This facility is currently only available for use by faculty for the purpose of posting instructional materials.</p> <p>* 1.2.4/5 Digital audio and video content are being worked on within the Instructional Materials area of ATI, since that is where almost all audio/video content is.</p> | | | | | | |

1.3 Monitoring Process

| Goal | Goal Status | Key Accomplishments 08/09 | Key Plans 09/10 |
|--|-------------|--|---|
| Remediated and new website/web applications and digital content development comply with Section 508 Accessibility Standards | Managed | <ul style="list-style-type: none"> Developed and implemented automated accessibility monitoring software application in conjunction with AccMonitor software. Monitoring occurs on a weekly basis. Reports are available to all managers and site owners on the Web. Developed and implemented plan and procedures for communicating accessibility issues with site owners | <ul style="list-style-type: none"> Continue to refine accessibility monitoring software. Add historical tracking of accessibility, more detailed reporting, tie reported errors to accessibility documentation and tutorials. Continue to refine communication procedures with site owners and management |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|--|-------------|--------------|------------------|---------------------|-----------------------|---|---------------------|
| 1.3.1 Assigned responsibility for the monitoring process to a body (person(s) or business entity). | Managed | 2007 | Yes | No | No | | |
| 1.3.2 Established a procedure to verify that any changes made to existing website and web applications comply with 508 accessibility guidelines. | Established | 2007 | Yes | Yes | No | | |
| 1.3.3 Conducted Section 508 evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF) before the documents are published to the web. | Not Started | | No | No | Yes | Leverage tools and processes developed at other campuses to monitor accessibility of documents. | |
| 1.3.4 Conducted Section 508 evaluations on digital content: videos before the videos are published to the web. | Not Started | | No | No | Yes | Leverage tools and processes developed at other campuses to monitor accessibility of videos. | |
| 1.3.5 Conducted Section 508 evaluations on digital content: audios, before the audios are published to the web. | Not Started | | No | No | Yes | Leverage tools and processes developed at other campuses to monitor accessibility of audio content. | |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|---|-------------|--------------|------------------|---------------------|-----------------------|------------------------------------|---------------------|
| 1.3.6 Established a procedure to ensure that campus members involved in website, web application and/or digital content development are familiar with the monitoring process. | Established | 2008 | Yes | No | No | | |
| 1.3.7 Established a procedure to ensure that campus members that develop websites, web applications and/or digital content know who to contact for compliance assistance. | Established | 2008 | Yes | No | No | | |
| 1.3.8 Documentation of the web accessibility monitoring process is archived and can be produced for inspection. | Established | 2007 | Yes | Yes | No | | |
| Comments | | | | | | | |

Exemptions and Alternatives Process

| Goal | Goal Status | Key Accomplishments 08/09 | Key Plans 09/10 |
|---|-------------|--|--|
| Documented non-compliant websites, web applications and digital content must be delivered in an equally effective alternate format and granted an exemption. | Established | <ul style="list-style-type: none"> Created “Notice of Accommodation” process with DSS ATI Procurement process addresses accessibility requirements and exemptions for Web sites developed by off-campus third parties. | <ul style="list-style-type: none"> Develop better tracking and enforcement of the “Notice of Accommodation” process |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|---|--|--------------|------------------|---------------------|-----------------------|---|---------------------|
| 1.3.9 Established a process for granting exemptions. | Established | 2008 | Yes | No | No | | |
| 1.3.10 Documented process for handling exemptions is part of the Web Accessibility Plan. | Established | 2008 | Yes | No | No | | |
| 1.3.11 Accessible alternate format is in place for all website, web applications, and/or digital content exemptions. | *Initiated | | No | No | Yes | Leverage tools and processes developed at other campuses for developing 'accessible alternate formats'. | |
| 1.3.12 Established a procedure to ensure that campus members responsible for website, web application and/or digital content are aware of the process for providing accessible alternate formats. | *Initiated | | No | Yes | No | | |
| 1.3.13 Established a follow-up procedure to remediate non-compliant websites, web applications, and digital content. | Not Started | | No | No | Yes | Leverage tools and processes developed at other campuses to conduct follow-up remediation. | |
| 1.3.14 Established a procedure to ensure that campus members responsible for website, web applications, and/or digital content know who to contact for compliance assistance. | Established | 2008 | Yes | No | No | | |
| 1.3.15 Documentation of the website, web application, and/or digital content exemptions and alternative accommodations process is archived and can be produced for inspection. | Established | 2008 | Yes | No | No | | |
| Comments | *1.3.11 As part of the Procurement aspect of ATI, all new or revised web sites that go through Procurement (for design or application services) are reviewed for accessibility and required to provide a plan for alternative accommodation if the site is not fully accessible. | | | | | | |

1.4 Training Process

| Goal | Goal Status | Key Accomplishments 08/09 | Key Plans 09/10 |
|---|-------------|---|--|
| Professional development training has incorporated Section 508 accessibility guidelines into website and web applications development and digital content preparation. | Initiated | <ul style="list-style-type: none"> Developed documentation of standard campus-wide accessibility processes | <ul style="list-style-type: none"> Integrate accessibility into WCMS training Require all users of WCMS to go through training |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|---|-------------|--------------|------------------|---------------------|-----------------------|---|---------------------|
| 1.4.1 Assigned responsibility for the training process to a body (person(s) or business entity). | Defined | 2008 | No | Yes | No | | |
| 1.4.2 Established a web based repository for training materials that are available to members of the campus community. | Established | 2007 | Yes | Yes | No | | |
| 1.4.3 Established and deployed accessible web training program for web developers and designers. | Not Started | | No | No | Yes | Leverage tools and materials developed at other campuses to conduct accessibility training. | |
| 1.4.4 Established and deployed accessible web training program for web content contributors. | Defined | 2009 | Yes | Yes | Yes | Leverage tools and materials developed at other campuses to conduct accessibility training. | |
| 1.4.5 Established and deployed accessible web training program for digital content: (word processor produced, excel, PowerPoint, PDF) publishers. | *Initiated | 2009 | No | No | Yes | Leverage tools and materials developed at other campuses to conduct accessibility training. | |
| 1.4.6 Established and deployed accessible web training program for digital content: video publishers. | Not Started | | No | No | Yes | Leverage tools and materials developed at other campuses to conduct accessibility training. | |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|--|---|--------------|------------------|---------------------|-----------------------|---|---------------------|
| 1.4.7 Established and deployed accessible web training program for digital content: audio publishers. | Not Started | | No | No | Yes | Leverage tools and materials developed at other campuses to conduct accessibility training. | |
| 1.4.8 Training is offered on a regular schedule. | Established | 2009 | Yes | Yes | No | | |
| 1.4.9 Established a procedure to ensure that campus members are aware of the training process and know who to contact for training assistance. | Defined | 2007 | No | No | No | | |
| 1.4.10 Documentation of the training sessions and attendance is archived and can be produced for inspection. | Established | 2009 | Yes | Yes | No | | |
| Comments | * 1.4.5 –The library trains staff to make accessible PDF versions of scanned documents for placement on the web. This facility is currently only available for use by faculty for the purpose of posting instructional materials. | | | | | | |

1.5 Communication Process

| Goal | Goal Status | Key Accomplishments 08/09 | Key Plans 09/10 |
|---|-------------|---|---|
| In general the campus community is aware of Section 508 guidelines to make web based information available to everyone (students, staff, faculty & the general public) regardless of disability. | Established | <ul style="list-style-type: none"> Hired campus-wide ATI Web Coordinator to communicate with campus administration, managers, and site owners Implemented standard communication and reporting procedures to track responsibilities and accomplishments Specific communications with deans, VPs, AASs, site owners and site developers | <ul style="list-style-type: none"> Continue refining communication processes |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|---|-------------|--------------|------------------|---------------------|-----------------------|------------------------------------|---------------------|
| 1.5.1 Assigned responsibility for the communication process to a body | Established | 2008 | Yes | Yes | No | | |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|---|-------------|--------------|------------------|---------------------|-----------------------|------------------------------------|---------------------|
| (person(s) or business entity). | | | | | | | |
| 1.5.2 Established an ongoing general campus communication that promotes web accessibility awareness. | Defined | 2007 | Yes | Yes | No | | |
| 1.5.3 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new faculty. | Not Started | | No | No | No | Isn't this more of an IMAP issue? | |
| 1.5.4 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new staff. | Not Started | | No | No | No | | |
| 1.5.5 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for students. | Not Started | | No | No | No | | |
| 1.5.6 Documentation of the communication process is archived and can be produced for inspection. | Established | 2007 | Yes | Yes | No | | |
| Comments | | | | | | | |

1.6 Administrative Process

| Goal | Goal Status | Key Accomplishments 08/09 | Key Plans 09/10 |
|---|-------------|--|---|
| Campus governance entities are aware of and kept informed about web accessibility. | Managed | <ul style="list-style-type: none"> Established campus-wide web governance structure Hired campus-wide ATI Web Coordinator to work with campus Web governance committees Implemented standard communication and reporting procedures to track responsibilities and accomplishments Web-based accessibility monitoring and tracking application allows management and site owners direct access to accessibility | <ul style="list-style-type: none"> Continue to refine communication and governance processes |

| | | | |
|------|-------------|-----------------------------|-----------------|
| Goal | Goal Status | Key Accomplishments 08/09 | Key Plans 09/10 |
| | | statistics for their areas. | |

| Success Indicator | Status | Year Started | Worked on 08/09? | Will work on 09/10? | Assistance Requested? | Area(s) of Requested Collaboration | Assistance Offered? |
|---|-------------|--------------|------------------|---------------------|-----------------------|--|---------------------|
| 1.6.1 Developed and published a Web Accessibility Plan. | Established | 2007 | Yes | Yes | No | | |
| 1.6.2 Established a procedure to update and revise the Web Accessibility Plan as necessary. | Established | 2008 | Yes | Yes | No | | |
| 1.6.3 Established metrics for each of the Web Accessibility Plan areas (evaluation, monitoring, new development, exemptions & alternatives, training, and communication). | Initiated | 2008 | Yes | No | Yes | Leverage tools and processes developed at other campuses to establish metrics. | |
| 1.6.4 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 | 2008 | No | No | No | | |
| Comments | | | | | | | |