

ATI Web Annual Report AY16/17

Campus

Campus Name - Required

Chico

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 AY16/17 (Please list 3 to 5)

Accomplishment 1 : Inventoried all www.csuschico.edu sites (WCMS and non-WCMS), using manual content checks and Siteimprove automated scans to identify which to archive, delete, or repair via migration into a new accessible framework (Campus Web 3.0).

Accomplishment 2 : Made significant progress (25%) migrating sites in the Cascade web content management system (WCMS) into new accessible framework (Campus Web 3.0).

Accomplishment 3 : Used migration as a checkpoint for digital content accessibility: Web Services worked with the Office of Accessible Technology and Services to identify and remediate all inaccessible PDFs and video/audio files associated with www.csuchico.edu sites during the migration process.

Accomplishment 4 : Began using Siteimprove to inventory and do automated accessibility testing on the most-used non-WCMS websites and web apps--including the library, Associated Students, catalog, and directory--sending reports to the website and web app owners.

Accomplishment 5 : Began using Siteimprove to inventory digital content and do basic PDF automated testing for www.csuchico.edu sites as well as top non-WCMS sites and web apps--sending reports to the website and web app owners.

Key Plans AY17/18 (Please list 3 to 5)

Plan 1 : Finish migration (or unpublishing) of all www.csuchico.edu websites into new accessible framework (Campus Web 3.0).

Plan 2 : Finish remediation of inaccessible PDFs and video/audio files associated with www.csuchico.edu sites in conjunction with the Campus Web 3.0 migration.

Plan 3 : Explore using Ally and Siteimprove's open API to create combined reports on websites that include automated webpage and digital content scans.

Plan 4 : Convene new campus committee regularly to direct and evaluate progress in meeting ATI goals.

Plan 5 : Pilot test Reclaim Hosting as an alternative to MyWeb (the campus-hosted staff, faculty, and student personal websites)--offering an accessible Wordpress template and regular scanning of sites.

Comments

1.0 Success Indicators

	Status -- Required	Year Started	Worked on in AY16/17	Will work on in AY17/18	REQUIRED Evidence/Comments
			Yes	Yes	
1.1 Assigned responsibility for the evaluation process to a body (person(s) or	Defined				Campus formed a committee with a broad 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 WCMS. Web

business entity).					Services is leading accessibility efforts for the smaller percentage of sites within the campus WCMS.
1.2 Inventoried all campus administrative websites.	Established				Web Services has created an inventory of all sites within the www.csuchico.edu domain using Siteimprove and cross-checking against web server. A list of campus web apps was created by Information Security--this would have to be manually divided into administrative vs. contract vendor sites.
1.3 Inventoried all administrative websites developed by contract vendors.	Defined				A list of campus web apps was created by Information Security--this would have to be manually divided into administrative vs. contract vendor sites. This information can also be accessed through Procurement records.
1.4 Established a process to perform regularly scheduled accessibility audits using established criteria to identify websites that need remediation.	Established				Websites in the www.csuchico.edu domain are scanned monthly using Siteimprove to WCAG 2.0 AA and Compliance Sheriff to CSU ATI checkpoints. Siteimprove is also used to scan selected other campus domains most impacting access to services: Associated Students, catalog, directory, and library. The top-five sites as identified by analytics are scanned manually every 6 months for CSU-designated criteria that cannot be scanned for automatically.
1.5 Conducted automated accessibility evaluations on websites and web applications.	Established				Websites in the www.csuchico.edu domain are scanned monthly using Siteimprove to WCAG 2.0 AA and Compliance Sheriff to CSU ATI checkpoints. Siteimprove is also used to scan selected other campus domains most impacting access to services: Associated Students, catalog, directory, and library.
1.6 Conducted manual accessibility evaluations on websites and web applications.	Defined				The top-five campus sites as identified by analytics are scanned manually every 6 months for CSU-designated criteria that cannot be scanned for automatically.
1.7 Established a procedure to distribute evaluation results to campus members responsible for website and maintenance.	Initiated				As Cascade WCMS sites are migrated into Campus Web 3.0 frameworks, content owners receive monthly Siteimprove reports about their accessibility compliance and site inventory. Site and app owners of Associated Students, catalog, directory, and library also receive monthly Siteimprove reports. Content maintainers of any campus app or website can also request an accessibility assessment via a service ticket in the Accessibility catalog.
					Web Services focuses its remediation

<p>1.8 Established a follow-up procedure that tracks remediation or replacement of documented compliance issues.</p>	<p>Initiated</p>			<p>efforts on sites within Campus Web 3.0--keeping the Siteimprove automated scan accessibility score for this group above 90% ensures that issues in the new framework are remediated in a timely manner. Campus is exploring ways to report on accessibility remediation progress to deans and VPs for each unit.</p>
<p>1.9 Established a procedure to ensure that campus members involved in maintaining websites and web applications, are familiar with the web accessibility evaluation process.</p>	<p>Defined</p>			<p>All Cascade content maintainers on campus are introduced to the accessibility evaluation process at required training sessions. They receive a basic introduction to web accessibility, training in how to fix common mistakes make by site maintainers, information about the monthly automated scans of their sites, and an overview of the accessibility reports they will receive monthly.</p>
<p>1.10 Established a procedure to ensure that campus members involved in maintaining websites, web application know who to contact for compliance assistance.</p>	<p>Defined</p>			<p>Siteimprove reports include contact information for Web Services. The campus service ticket catalog includes an "Accessible Content" category where users can request accessibility reports/consultations, PDF and other document remediation, video captioning assistance, and more.</p>
<p>1.11 Conducted manual accessibility evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF).</p>	<p>Initiated</p>			<p>Every document in the www domain is manually checked for accessibility by the Office of Accessible Technology and Services as part of the 3.0 migration process. This is done via the content remediation ticket in the campus service catalog.</p>
<p>1.12 Conducted manual evaluations on digital content – videos.</p>	<p>Initiated</p>			<p>Every video in the www domain is manually scanned for appropriate captions by Web Services as part of the 3.0 migration process. Content owners and maintainers are also directed to check captions as part of the site migration--and directed to the captioning assistance ticket in the campus service catalog if they need help from the Office of Accessible Technology and Services.</p>
<p>1.13 Conducted manual evaluations on digital content – audios.</p>	<p>Initiated</p>			<p>Every audio file in the www domain is manually scanned for appropriate captions by Web Services as part of the 3.0 migration process. Content owners and maintainers are also directed to check captions as part of the site migration--and directed to the captioning assistance ticket in the campus service catalog if they need help from the Office of Accessible Technology and Services.</p>
				<p>Monthly Siteimprove automated accessibility scan reports go to content</p>

1.14 Established a procedure to distribute evaluation results to campus members and vendors responsible for digital content maintenance.	Initiated				accessibility scan reports go to content maintainers and owners of migrated sites, maintainers in the old www domain templates who have requested reports, and owners of select domains (Associated Students, catalog, directory, and library). The included analytics module helps report recipients prioritize remediation efforts based on site views, video plays, PDFs opened, etc.
1.15 Established a procedure to ensure that campus members involved in maintaining digital content are familiar with the web accessibility evaluation process.	Initiated				All Cascade content maintainers on campus are introduced to the accessibility evaluation process at required training sessions. They receive a basic introduction to web accessibility, training in how to fix common mistakes made by site maintainers, information about the monthly automated scans of their sites, and an overview of the accessibility reports they will receive monthly.
1.16 Established a procedure to ensure that campus members involved in maintaining digital content know who to contact for compliance assistance.	Defined				Siteimprove reports include contact information for Web Services. The campus service ticket catalog includes an "Accessible Content" category where users can request accessibility reports/consultations, PDF and other document remediation, video captioning assistance, and more.
1.17 Documentation of the web accessibility evaluation process is archived and can be produced for inspection.	Initiated				All Siteimprove and Compliance Sheriff reports are saved within the tool, and email copies are kept by Web Services. Web Services keeps a spreadsheet detailing manual evaluations and remediation within Google Drive.
1.18 Established a procedure to distribute evaluation results to vendors responsible for website maintenance.	Not Started				Siteimprove reports are available to any user associated with a scanned site or upon request. No vendor-maintained sites are being scanned at this point.

Collaborating on Goal 1 - Web Accessibility Evaluation Process

	1.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
1				
2				
3				
4				
5				

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 AY16/17 (Please list 3 to 5)

Accomplishment 1 : Web Services created an internal procedure that all content in the WCMS must be accessible, and the department will not complete requests to post inaccessible content from content update clients.

Accomplishment 2 : All new sites in the www domain must be created in the new, accessible framework.

Accomplishment 3 : Web Services began work on CS Web, a library of CSS styles that will be available to developers across campus working outside of the www domain framework as well as vendors developing websites and web apps. These styles will be tested using in-browser tools as well as manual checks by the front-end developer.

Accomplishment 4 : The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category to help website content maintainers across campus get help with new website and new web content accessibility remediation.

Key Plans AY17/18 (Please list 3 to 5)

Plan 1 : Web Services will roll out CS Web, a library of accessible CSS styles, to developers across campus working outside of the www domain framework as well as vendors developing websites and web apps.

Plan 2 : Convene new campus committee regularly to direct and evaluate progress in meeting ATI goals.

Plan 3 : Create a dedicated development server for new Cascade WCMS design and development-enabling Web Services to do more thorough manual and automated testing before going live with new site features

Comments

2.0 Success Indicators

	Status -- Required	Year Started	Worked on in AY16/17	Will work on in AY17/18	REQUIRED Evidence/Comments
			Yes	Yes	
2.1 Established a process to ensure that new websites and web applications are developed with "designed in" accessibility included.	Established				Web Services designs and develops all new websites and web elements associated with the campus web (www.csuchico.edu sites) using contrast checkers and browser tools: online Colour Contrast Analyser, Deque, Siteimprove browser extension, Google Lighthouse. Web apps are being validated using the WAVE toolbar during creation. A roadmap will be put in place to look at previously created apps.
2.2 Established a procedure to ensure that accessible coding techniques are used to develop new websites and web applications.	Defined				All coding by Web Services is done using tools to check for accessibility: Deque, Siteimprove browser extension, Google Lighthouse. All new or updated custom campus-built apps will be scanned and accessibility issues remediated prior to release into production environments. Applications built by the campus will utilize proven patterns and techniques while will utilize campus-conformed techniques to ensure accessible coding is standardized and is available during code review processes before going into production.
2.3 Established a procedure to ensure that campus members involved in the design and development	Initiated				Campus formed a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and digital content. This body will determine how to proceed with development training. All Web Services staff are trained in accessibility through

processes are aware of Section 508 guidelines.					courses as they are released by Siteimprove Academy.
2.4 Established a procedure to ensure that campus members involved in website design and development know who to contact for compliance assistance.	Initiated				The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category and accessibility knowledge base to help campus members involved in website design and development get compliance assistance. Web Services sends out campus announcements about accessibility compliance and resources each semester. Monthly Siteimprove reports that go to Campus Web 3.0 site maintainers and selected other domain owners include contact information for Web Services. All Cascade WMCS content maintainers on campus are informed of how to get compliance assistance at mandatory Cascade training.
2.5 Developed digital content: documents (word processor produced, excel, PowerPoint, PDF) in accordance with Section 508 accessibility guidelines.	Initiated				initial phases of content training and creation plan
2.6 Developed digital content: videos in accordance with Section 508 accessibility guidelines.	Initiated				initial phases of content training and creation plan
2.7 Developed digital content: audios in accordance with Section 508 accessibility guidelines.	Initiated				initial phases of content training and creation plan
2.8 Established a procedure to ensure that campus members involved in digital content development know who to contact for compliance assistance.	Initiated				The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category and accessibility knowledge base to help campus members involved in website design and development get compliance assistance. Web Services sends out campus announcements about accessibility compliance and resources each semester. Monthly Siteimprove reports that go to Campus Web 3.0 site maintainers and selected other domain owners include contact information for Web Services. All Cascade WMCS content maintainers on campus are informed of how to get compliance assistance at mandatory Cascade training.
2.9 Assigned responsibility for the New Web					Campus formed a new, larger committee with a broader selection of representatives from areas producing CSU, Chico websites, web apps, and

Development process to a body (person(s) or business entity).	Initiated				digital content. This body will be responsible for new web development standards. Web Services is leading accessibility efforts for the smaller percentage of sites within the campus WCMS.
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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	
1				
2				
3				
4				
5				

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 AY16/17 (Please list 3 to 5)

Accomplishment 1 : Made significant progress (25%) migrating sites in the Cascade web content management system (WCMS) into new accessible framework (Campus Web 3.0)--and focused Web Services monitoring/remediation efforts on keeping those sites above 90% accessible (according to Siteimprove automated scan score).

Accomplishment 2 : Expanded automated and manual scans: Websites in the www.csuchico.edu domain are scanned monthly using Siteimprove to WCAG 2.0 AA and Compliance Sheriff to CSU ATI checkpoints. Siteimprove is also used to scan selected other campus domains most impacting access to services: Associated Students, catalog, directory, and library. The top-five sites as identified by analytics are scanned manually every 6 months for CSU-designated criteria that cannot be scanned for automatically.

Accomplishment 3 : The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category and accessibility knowledge base to help campus members involved in website design and development get comfortable with reading their accessibility reports, identifying issues, and doing continual self-maintenance on their sites.

Key Plans AY17/18 (Please list 3 to 5)

Plan 1 : Web Services will develop an open lab to provide in-person help campus members involved in website design and development with reading their accessibility reports, identifying issues, and doing continual self-maintenance on their sites.

Plan 2 : Finish migration (or unpublishing) of all www.csuchico.edu websites into new accessible framework (Campus Web 3.0).

Plan 3 : Finish remediation of inaccessible PDFs and video/audio files associated with www.csuchico.edu sites in conjunction with the Campus Web 3.0 migration.

Plan 4 : Explore using Ally and Siteimprove's open API to create combined reports on websites that include automated webpage and digital content scans.

Plan 5 : Convene new campus committee regularly to direct and evaluate progress in meeting ATI goals.

Comments

3.0 Success Indicators

	Status -- Required	Year Started	Worked on in	Will work on in	REQUIRED Evidence/Comments
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	Required	Started	AY16/17	III AY17/18	
			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				Campus formed a committee with a broad selection of representatives from areas producing CSU, Chico websites, web apps, and digital content that will be responsible for ongoing monitoring. Web Services is leading the monitoring efforts for the smaller percentage of sites within the campus WCMS.
3.2 Established a procedure to verify that any changes made to existing website and web applications comply with 508 accessibility guidelines.	Initiated				Web Services focuses its remediation efforts on sites within Campus Web 3.0--keeping the Siteimprove automated scan accessibility score for this group above 90% ensures that issues accidentally introduced by site maintainers are remediated in a timely manner. Web Services also created an internal procedure that all content in the WCMS must be accessible, and the department will not complete requests to post inaccessible content from content update clients.
3.3 Established a procedure to ensure that campus members involved in website and/or web application development are familiar with the monitoring process.	Defined				As Cascade WCMS sites are migrated into Campus Web 3.0 frameworks, content owners receive monthly Siteimprove reports about their accessibility compliance and site inventory. Site and app owners of Associated Students, catalog, directory, and library also receive monthly Siteimprove reports. All Cascade content maintainers on campus are introduced to the accessibility monitoring process at required training sessions.
3.4 Established a procedure to ensure that campus members that develop websites, web applications know who to contact for compliance assistance.	Defined				The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category and accessibility knowledge base to help campus members involved in website design and development get compliance assistance. Web Services sends out campus announcements about accessibility compliance and resources each semester. Monthly Siteimprove reports that go to Campus Web 3.0 site maintainers and selected other domain owners include contact information for Web Services. All Cascade WMCS content maintainers on campus are informed of how to get compliance assistance at mandatory Cascade training.
3.5 Assigned responsibility for the ongoing monitoring process of digital content to a body (person(s) or business entity).	Initiated				Campus formed a committee with a broad selection of representatives from areas producing CSU, Chico websites, web apps, and digital content that will be responsible for ongoing monitoring of digital content. Web Services does a basic automated scan of digital content associated with the campus web using Siteimprove
3.6 Conducted Section 508 evaluations on digital content: documents (word					Every document in the www domain is manually checked for accessibility by the Office of Accessible Technology and Services as part of

documents (word processor produced, excel, PowerPoint, PDF) before the documents are published to the web.	Defined				Accessible Technology and Services as part of the 3.0 migration process. This is done via the content remediation ticket in the campus service catalog. Items posted by Web Services on sites within the WCMS are checked and remediated before publishing.
3.7 Conducted Section 508 evaluations on digital content: videos before the videos are published to the web.	Defined				Every video in the www domain is manually checked for accessibility by the Office of Accessible Technology and Services as part of the 3.0 migration process. This is done via the content remediation ticket in the campus service catalog. Items posted by Web Services on sites within the WCMS are checked and remediated before publishing.
3.8 Conducted Section 508 evaluations on digital content: audios, before the audios are published to the web.	Defined				Every audio file in the www domain is manually checked for accessibility by the Office of Accessible Technology and Services as part of the 3.0 migration process. This is done via the content remediation ticket in the campus service catalog. Items posted by Web Services on sites within the WCMS are checked and remediated before publishing.
3.9 Established a procedure to ensure that campus members involved in digital content development are familiar with the monitoring process.	Initiated				As Cascade WCMS sites are migrated into Campus Web 3.0 frameworks, content owners receive monthly Siteimprove reports about their accessibility compliance and site inventory. Site and app owners of Associated Students, catalog, directory, and library also receive monthly Siteimprove reports. All Cascade content maintainers on campus are introduced to the accessibility monitoring process at required training sessions.
3.10 Established a procedure to ensure that campus members that develop digital content know who to contact for compliance assistance.	Initiated				The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category and accessibility knowledge base to help campus members involved in website design and development get compliance assistance. Web Services sends out campus announcements about accessibility compliance and resources each semester. Monthly Siteimprove reports that go to Campus Web 3.0 site maintainers and selected other domain owners include contact information for Web Services. All Cascade WMCS content maintainers on campus are informed of how to get compliance assistance at mandatory Cascade training.
3.11 Documentation of the web accessibility monitoring process is archived and can be produced for inspection.	Defined				All Siteimprove and Compliance Sheriff reports are saved within the tool, and email copies are kept by Web Services. Web Services keeps a spreadsheet detailing manual evaluations and remediation within Google Drive.

Collaborating on Goal 3 - Ongoing Monitoring Process

	3.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
1				
2				
3				
4				
5				

4.0 Exemptions and Alternatives Process

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 AY16/17 (Please list 3 to 5)

Accomplishment 1 : Created an web page outlining the Web Services exemptions and alternatives process for the Campus Web.

Accomplishment 2 : Using the master list of www sites, Web Services began to identify legacy content sites that will be granted a temporary exemption from the migration process and informed content owners of their responsibility to provide alternate formats.

Accomplishment 3 : Boilerplate language created to place on exempted sites for alternative format requests.

Key Plans AY17/18 (Please list 3 to 5)

Plan 1 : Determine a long-term solution for remediating archival sites that must still be publically available.

Plan 2 : Coordinate with Meriam Library Special Collections to archive and unpublish legacy sites.

Plan 3 : Convene new campus committee regularly to direct and evaluate progress in meeting ATI goals and create campus-wide exemptions and alternatives process.

Comments

4.0 Success Indicators

	Status -- Required	Year Started	Worked on in AY16/17	Will work on in AY17/18	REQUIRED Evidence/Comments
			Yes	Yes	
4.1 Established a process for granting exemptions.	Initiated				Campus formed a committee with a broad selection o representatives from areas producing CSU, Chico we web apps, and digital content that will be responsible establishing a campuswide exemptions process. Wet Services owns a page outlining an exemptions proce sites within www.csuchico.edu (http://www.csuchico.edu/web/accessibility/exemptior
4.2 Documented process for handling exemptions is part of the campus Web Accessibility	Initiated				Campus formed a committee with a broad selection o representatives from areas producing CSU, Chico we web apps, and digital content that will be responsible establishing a campuswide exemptions process. Wet Services owns a page outlining an exemptions proce sites within www.csuchico.edu (http://www.csuchico.edu/web/accessibility/exemptior

Accessibility Plan.					that is connected to the Campus Web Accessibility Plan (http://www.csuchico.edu/web/accessibility/plan.shtm)
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				The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category, accessibility knowledge base to help campus members involved in website design and development get compliance assistance.
4.4 Accessible alternate format is in place for all website and web applications exemptions.	Initiated				Campus is working to add accommodation statement allowing users to request accessible alternate format pages with web content. This is an ad hoc process.
4.5 Established a follow-up procedure to remediate non-compliant websites, and web applications.	Initiated				This is currently an ad hoc process for exempted web
4.6 Established a procedure to ensure that campus members responsible for website, and web applications, know who to contact for compliance assistance.	Initiated				Web Services contacts all site owners of the websites on campus web exemptions list about their responsibility to provide alternative formats. The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category and accessibility knowledge base to help campus members involved in website design and development get compliance assistance. Web Services sends out campus announcements about accessibility compliance and resources each semester. All Cascade WMCS content maintainers on campus are informed and get compliance assistance at mandatory Cascade training.
4.7 Documentation of the website, and web application, exemptions and alternative accommodations process is archived and can be produced for inspection.	Initiated				A list of Campus Web exempted sites is available at http://www.csuchico.edu/web/accessibility/exemption
4.8 Accessible alternate format is in place for all digital content exemptions.	Initiated				ad hoc process
4.9 Established					

<p>4.9 Established a procedure to ensure that campus members responsible for digital content are aware of the process for providing accessible alternate formats.</p>	<p>Initiated</p>				<p>The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category, an accessibility knowledge base to help campus members involved in website design and development get compliance assistance.</p>
<p>4.10 Established a follow-up procedure to remediate non-compliant digital content.</p>	<p>Not Started</p>				<p>Web Services focuses its remediation efforts on sites on Campus Web 3.0--keeping the Siteimprove automated accessibility score for this group above 90% ensures issues accidentally introduced by site maintainers are remediated in a timely manner. This scan includes a basic check of digital content. Web Services also created an internal procedure that all content in the WCMS must be accessible, and the department will not complete requests to post content from update clients until it is remediated.</p>
<p>4.11 Established a procedure to ensure that campus members responsible for digital content know who to contact for compliance assistance.</p>	<p>Initiated</p>				<p>The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category, an accessibility knowledge base to help campus members involved in website design and development get compliance assistance. Web Services sends out campus announcements about accessibility compliance and resources each semester. All Cascade WCMS content maintainers on campus are informed of how to get compliance assistance at main campus Cascade training. Monthly Siteimprove reports that go to Campus Web 3.0 site maintainers and selected other owners include contact information for Web Services.</p>
<p>4.12 Documentation of the digital content exemptions and alternative accommodations process is archived and can be produced for inspection.</p>	<p>Not Started</p>				<p>not started</p>
<p>4.13 Assigned responsibility for the exemptions process to a body (person(s) or business entity).</p>	<p>Initiated</p>				<p>Campus formed a committee with a broad selection of representatives from areas producing CSU, Chico web apps, and digital content that will be responsible for exemptions.</p>

Collaborating on Goal 4 - Exemptions and Alternatives Process

	4.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
1				
2				
3				
4				
5				

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 AY16/17 (Please list 3 to 5)

Accomplishment 1 : Increased the accessibility training included in mandatory Cascade training for WCMS users to include not just a basic introduction to web accessibility but also training in how to fix common mistakes made by site maintainers, information about the automated scans of their sites, and an overview of the accessibility reports they will receive monthly.

Accomplishment 2 : Required all student and staff members in Web Services to complete Siteimprove courses in accessibility as they are released.

Accomplishment 3 : Created accessibility knowledge base for Cascade content maintainers and an accessibility section of the Campus Communicators Guide, co-owned by Public Affairs and Web Services.

Key Plans AY17/18 (Please list 3 to 5)

Plan 1 : Convene new campus committee regularly to direct and evaluate progress in meeting ATI goals through training of developers and content maintainers across campus.

Plan 2 : Evaluate the possibility of requiring content maintainers take a separate course in web accessibility before getting access to the campus WCMS.

Plan 3 : Finish migration of all www.csuchico.edu websites into new accessible framework (Campus Web 3.0), retraining all site maintainers in accessibility in the process.

Comments

5.0 Success Indicators

	Status -- Required	Year Started	Worked on in AY16/17	Will work on in AY17/18	REQUIRED Evidence/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				Campus formed a committee with a broad selection of representatives from areas producing CSU, Chico websites, web apps, and digital content that will be responsible for the training process of web development and web application process.
5.2 Assigned responsibility for the					Campus formed a committee with a broad selection of representatives from areas

training process or digital content development to a body (person(s) or business entity).	Initiated				producing CSU, Chico websites, web apps, and digital content that will be responsible for the training process of digital content development.
5.3 Established a web based repository for training materials that are available to members of the campus community.	Defined				A web accessibility knowledge base for Cascade CMS users exists at https://support.csuchico.edu/TDCClient/KB/?CategoryID=8673 and is added to by Web Services when the need for additional tutorials. An accessibility section of the Campus Communicators Guide exists at http://www.csuchico.edu/style-guide/accessibility/index.shtml (in progress).
5.4 Established and deployed accessible web training program for web developers and designers.	Initiated				All student and staff members in Web Services are required to complete Siteimprove courses in accessibility as they are released.
5.5 Established and deployed accessible web training program for web content contributors.	Defined				All Cascade content maintainers on campus get accessibility information at required training sessions. They receive a basic introduction to web accessibility, training in how to fix common mistakes made by site maintainers, information about the automated scans of their sites, and an overview of the accessibility reports they will receive monthly.
5.6 Established and deployed accessible web training program for digital content: (word processor produced, excel, PowerPoint, PDF) publishers.	Initiated				initial phases of creation
5.7 Established and deployed accessible web training program for digital content: video publishers.	Initiated				initial phases of creation
5.8 Established and deployed accessible web training program for digital content: audio publishers.	Initiated				initial phases of creation
5.9 Training is offered on a regular schedule.	Established				Cascade training that includes accessibility is offered 4 times a month through the campus Development and Training System.
5.10 Established a procedure to ensure that campus members are aware of the training process and know who to contact for training assistance	Defined				Cascade content maintainers are required to take training before being granted access to the WCMS. The Office of Accessible Technology and Services and Web Services teamed up to create a service ticket category to request help with accessibility issues, including training. Other courses are offered through the

training assistance.					campus Development and Training System.
5.11 Documentation of the training sessions and attendance is archived and can be produced for inspection.	Established				The trainings offered through the campus Development and Training System are recorded within the system. Siteimprove Academy trainings enable Web Services to run a training attendance report.

Collaborating on Goal 5 - Training Process

	5.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
1				
2				
3				
4				
5				

6.0 Communication Process

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 AY16/17 (Please list 3 to 5)

Accomplishment 1 : Increased the accessibility training included in mandatory Cascade training for WCMS users to include not just a basic introduction to web accessibility but also training in how to fix common mistakes made by site maintainers, information about the automated scans of their sites, and an overview of the accessibility reports they will receive monthly.

Accomplishment 2 : Created accessibility service ticket category and knowledge base for Cascade content maintainers and an accessibility section of the Campus Communicators Guide, co-owned by Public Affairs and Web Services.

Accomplishment 3 : Began sending Cascade 3.0 WCMS site owners and maintainers monthly Siteimprove reports about their accessibility compliance. Website and app owners of Associated Students, catalog, directory, and library also receive monthly Siteimprove reports.

Key Plans AY17/18 (Please list 3 to 5)

Plan 1 : Convene new campus committee regularly to direct and evaluate progress in meeting ATI goals, increasing awareness across campus through these key stakeholders.

Plan 2 : Explore using Ally and Siteimprove's open API to create combined reports on websites that include automated webpage and digital content scans.

Plan 3 : Begin following up with site owners and maintainers on identified accessibility issues, reminding them of their content accessibility responsibilities. Explore possibility of freezing site access until issues are remediated.

Comments

6.0 Success Indicators

	Status -- Required	Year Started	Worked on in AY16/17	Will work on in AY17/18	REQUIRED Evidence/Comments
			Yes	Yes	

6.1 Assigned responsibility for the communication process to a body (person(s) or business entity).	Initiated				Campus formed a committee with a broad selection of representatives from areas producing CSU, Chico websites, web apps, and digital content that will be responsible for the communication process.
6.2 Established an ongoing general campus communication that promotes web accessibility awareness.	Defined				Web Services sends out campus announcements about accessibility compliance and resources each semester. All Cascade WMCS content maintainers on campus are introduced to accessibility at required training. Monthly Siteimprove reports that go to Campus Web 3.0 site maintainers and selected other domain owners also increase campus awareness. Accessibility is also a section of the Web Services site and in the Campus Communicators Guide, a toolkit for people communicating on behalf of the University.
6.3 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new faculty.	Defined				During new faculty orientation, the Office of Accessible Technology and Services has 20 minutes with new faculty. During this time, 508 guidelines for content are explored and discussed.
6.4 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new staff.	Initiated				2 campus staff address this in new employee orientation.
6.5 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for students.	Not Started				Not started
6.6 Documentation of the communication process is archived and can be produced for inspection.	Initiated				Informational announcements to campus are archived within the announcements module for less than a year, but copied exist with Web Services. The Campus Communicators Guide is at www.csuchico.edu/style-guide .

Collaborating on Goal 6 - Communication Process

	6.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
1				
2				
3				
4				
5				

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 AY16/17 (Please list 3 to 5)

Accomplishment 1 : Reported on Campus Web 3.0 migration--including accessibility--to the Information Technology Executive Committee.

Key Plans AY17/18 (Please list 3 to 5)

Plan 1 : Convene new campus committee regularly to direct and evaluate progress in meeting ATI goals through training of developers and content maintainers across campus.

Plan 2 : Explore ways to report on accessibility remediation progress to deans and VPs for each unit.

Plan 3 : Explore using Ally and Siteimprove's open API to create combined high-level reports for campus governance on websites and LMS content that include automated webpage and digital content scans.

Comments

7.0 Success Indicators

	Status -- Required	Year Started	Worked on in AY16/17	Will work on in AY17/18	REQUIRED Evidence/Comments
			Yes	Yes	
7.1 Developed and published a Web Accessibility Plan.	Defined				CSU, Chico ATI reports (which include key plans) are at http://www.csuchico.edu/ati/chico-reports.shtml . Web Services has a plan for the smaller selection of pages in the Campus Web (www.csuchico.edu sites) at http://www.csuchico.edu/web/accessibility/plan.shtml .
7.2 Established a procedure to update and revise the Web Accessibility Plan as necessary.	Defined				Web accessibility plans are updated or revised yearly in conjunction with the CSU ATI reporting deadline.
7.3 Established metrics for each of the Web Accessibility Plan areas (evaluation, monitoring, new development, exemptions & alternatives, training, and communication).	Not Started				The campus has started collecting metrics for web accessibility success--scans done, digital content remediated, sites migrated, sites deleted/archived, announcements sent, etc.
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.	Not Started				Not started.

Collaborating on Goal 7 - Administrative Process

	7.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
1				
2				
3				
4				

Final Comments and Review Options

Final Comments

Opportunity to Review and/or Download Report Responses BEFORE Submission

I would like to review the responses and/or be given the option to "Download PDF Version" of this report before it's submitted.