

# Web CAR AY17/18

## 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 AY17/18 (Please list 3 to 5)

- Accomplishment 1 : Made significant progress (70%) migrating sites in the Cascade web content management system (WCMS) into new accessible framework (Campus Web 3.0). Used migration as a checkpoint for 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 2 : Made significant progress (55%) migrating non-Cascade sites on the campus web server into the new accessible framework, OrgSync for student organizations, or YourWeb for personal sites. Archived or deleted outdated sites.
- Accomplishment 3 : Added additional non-WCMS campus sites to Siteimprove scan used to inventory and do automated accessibility websites and web apps. Scans now include Athletics, Campus Master Plan, Chico State Today, IT support catalog, Regional and Continuing Education, and the Turner Art Gallery in addition to the Campus Web (www.csuchico.edu sites), the library, Associated Students, catalog, and directory. Reports are sent directly to the website and web app owners.
- Accomplishment 4 : Piloted Reclaim Hosting, called YourWeb, as an alternative to MyWeb (the campus-hosted staff, faculty, and student personal websites)--offering accessible Wordpress templates, allowing campus to create an inventory of users and sites, and including a user agreement that includes accessibility.
- Accomplishment 5 : Used Siteimprove, server, Cascade WCMS, and analytics data to create dynamic inventory, quality control, and status report for Campus Web published on the Web Services site.

#### Key Plans AY18/19 (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 for Web (in beta) and Siteimprove's open API to create combined reports that include automated webpage and digital content scans.
- Plan 4 : Convene new campus committee regularly to direct and evaluate progress in meeting ATI goals.

### Comments

#### 1.0 Success Indicators

	Status -- Required	Year Started	Worked on in AY17/18	Will work on in AY18/19	REQUIRED Evidence/Comments
			Yes	Yes	
1.1 Assigned responsibility for the evaluation process to a	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

body (person(s) or business entity).					main WCMS. Web Services is leading accessibility efforts for the smaller percentage of sites within the campus WCMS.
	Established				Web Services has created an inventory of all sites within the www.csuchico.edu domain using Siteimprove and cross-checking against web server (https://www.csuchico.edu/web/report/) Information Security has created a list of campus web apps—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.	Managed				See Section 1 of the Campus Web Accessibility Plan <a href="http://www/web/accessibility/index.shtml">http://www/web/accessibility/index.shtml</a> .
1.5 Conducted automated accessibility evaluations on websites and web applications.	Managed				Websites in the www.csuchico.edu domain are scanned monthly (and on demand) using Siteimprove to WCAG 2.0 AA. Siteimprove is also used to scan selected other campus domains including Associated Students, catalog, directory, Regional and Continuing Education (RCE), and Meriam Library.
	Defined				The top-five campus sites as identified by analytics and other key sites are scanned manually every 6 months for CSU-designated and other 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				See Section 1 of the Campus Web Accessibility Plan <a href="http://www.csuchico.edu/web/accessibility/index.shtml">http://www.csuchico.edu/web/accessibility/index.shtml</a> "Distribution of Results": Monthly Siteimprove automated accessibility scan reports go to content 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 other campus domains (Associated Students, catalog, directory, Athletics, library, and more). Content maintainers of any campus app or website can also request an accessibility assessment via a service ticket in the Accessibility catalog. Emails are sent to owners of relevant sites after each round of manual scanning. It is the responsibility of site owner to pass the scan results on to any vendors.

					to pass the scan results on to any vendors.
1.8 Established a follow-up procedure that tracks remediation or replacement of documented compliance issues.	Initiated				Web Services focuses remediation efforts on sites within Campus Web 3.0—and 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. A roac map will be put in place for previously created apps. Campus is exploring ways to report on accessibility remediation progress to deans and VPs for each unit
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.	Defined				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 report they will receive monthly. (See Section 5 of the Campus Web Accessibility Plan, <a href="http://www/web/accessibility/index.shtml">http://www/web/accessibility/index.shtml</a> , and Cascade Training Outline, <a href="http://www/web/self-maintenance/training/outline-3.shtml">http://www/web/self-maintenance/training/outline-3.shtml</a> .)
1.10 Established a procedure to ensure that campus members involved in maintaining websites, web application know who to contact for compliance assistance.	Defined				The established, central 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. In addition, Siteimprove reports include contact information for Web Services.
1.11 Conducted manual accessibility evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF).	Initiated				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.
1.12 Conducted manual evaluations on digital content – videos.	Initiated				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>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>1.14 Established a procedure to distribute evaluation results to campus members and vendors responsible for digital content maintenance.</p>	<p>Initiated</p>				<p>See Section 1 of the Campus Web Accessibility Plan <a href="http://www.csuchico.edu/web/accessibility/index.shtml">http://www.csuchico.edu/web/accessibility/index.shtml</a> "Distribution of Results": Monthly Siteimprove automated accessibility scan reports go to content 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, Athletics, library, and more). The included analytics module helps report recipients prioritize remediation efforts based on site views, video plays, PDFs opened, etc. Emails are sent to owners of relevant sites after each round of manual scanning. It is the responsibility of site owners to pass the scan results on to any vendors.</p>
<p>1.15 Established a procedure to ensure that campus members involved in maintaining digital content 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 made by site maintainers, information about the monthly automated scans of their sites, and an overview of the accessibility report they will receive monthly. (See Section 5 of the Campus Web Accessibility Plan, <a href="http://www.csuchico.edu/web/accessibility/index.shtml">http://www.csuchico.edu/web/accessibility/index.shtml</a> and Cascade Training Outline, <a href="http://www/web/self-maintenance/training/outline-3.shtml">http://www/web/self-maintenance/training/outline-3.shtml</a> .)</p>
<p>1.16 Established a procedure to ensure that campus members involved in maintaining digital content know who to contact for compliance assistance.</p>	<p>Established</p>				<p>The established, central 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. In addition, Siteimprove reports include contact information for Web Services.</p>
<p>1.17 Documentation of the web accessibility evaluation process is archived and can be produced for inspection.</p>	<p>Defined</p>				<p>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 Box Drive</p>

1.18 Established a procedure to distribute evaluation results to vendors responsible for website maintenance.	Initiated				Monthly Siteimprove automated accessibility scan reports and biyearly manual testing reports are emailed to site owners of selected sites--and reports are available to any user associated with a scanned site upon request. It is the responsibility of site owner to pass the scan results on to any vendors.
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## 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 AY17/18 (Please list 3 to 5)

Accomplishment 1 : Web Services created a web page audit template and Graded Browser Support Document to formalize and document testing of new websites and major framework changes.

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

Accomplishment 3 : Web Services continued work on Campus Web UI, a library of CSS styles that is used for the Campus Web 3.0 framework. It will be updated as necessary for accessibility, branding, security, and UX reasons.

Accomplishment 4 : 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.

### Key Plans AY18/19 (Please list 3 to 5)

Plan 1 : Web Services will roll out Campus Web UI elements, 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 : Automate accessibility checks for Web Services front-end development so tests run whenever changes are pushed to GitHub.

Plan 3 : Web Services updates front-end framework to Foundation 6.5, which has improves accessibility for forms, menus, dropdown, tabs, accordion, and other components.

Plan 4 : Create procedures and guidelines for custom site requests.

### Comments

### 2.0 Success Indicators

	Status -- Required	Year Started	Worked on in AY17/18	Will work on in AY18/19	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				See Section 1 of the Campus Web Accessibility Plan, <a href="http://www.csuchico.edu/web/accessibility/index.shtml">http://www.csuchico.edu/web/accessibility/index.shtml</a> . Web Services designs and develops all new websites and web elements associated with the campus web (www.csuchico.edu sites) using our tested and regularly updated front-end framework. All new campus sites are built within the Cascade WCMS, which includes additional accessibility features. Sites are tested contrast checkers and browser tools: online Colour Contrast Analyser, Deque, Siteimprove browser extension, Chrome Dev Tools Lighthouse. Web apps are validated using the WAVE toolbar during creation.

<p>2.2 Established a procedure to ensure that accessible coding techniques are used to develop new websites and web applications.</p>	<p>Defined</p>				<p>All coding by Web Services is done using tools to check for accessibility: Deque, Siteimprove browser extension, Chrome Dev Tools Lighthouse. All new or updated custom campus-built apps are scanned and accessibility issues remediated prior to release into production environments. Applications built by the campus will utilize proven patterns and techniques which will utilize campus-conformed techniques to ensure accessible coding is standardized and is available during code review processes before going into production.</p>
<p>2.3 Established a procedure to ensure that campus members involved in the design and development processes are aware of Section 508 guidelines.</p>	<p>Initiated</p>				<p>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 courses in the Siteimprove Academy.</p>
<p>2.4 Established a procedure to ensure that campus members involved in website design and development know who to contact for compliance assistance.</p>	<p>Established</p>				<p>The established, central campus service ticket catalog includes a web accessibility category where users can request technical assistance, accessibility reports/consultations, PDF and other document remediation, video captioning assistance, and more. In addition, Siteimprove reports include contact information for Web Services. 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.</p>
<p>2.5 Developed digital content: documents (word processor produced, excel, PowerPoint, PDF) in accordance with Section 508 accessibility guidelines.</p>	<p>Initiated</p>				<p>initial phases of content training and creation plan</p>
<p>2.6 Developed digital content:</p>					

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.	Defined				The established, central 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. In addition, Siteimprove reports include contact information for Web Services. 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 Development process to a body (person(s) or business entity).	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 be responsible for new web development standards. Web Services is leading accessibility efforts for the smaller percentage of sites within the campus WCMS.

### 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 AY17/18 (Please list 3 to 5)

Accomplishment 1 : Web Services kept new 3.0 sites above 90% accessible (according to Siteimprove automated scan score).

Accomplishment 2 : Expanded automated and manual scans: Automated scans now include Athletics, Campus Master Plan, Chico State Today, IT support catalog, Regional and Continuing Education, and the Turner Art Gallery in addition to the Campus Web (www.csuchico.edu sites), the library, Associated Students, catalog, and directory. Manual testing now includes screen reader testing and has grown from 5 top sites to 15–20 key sites, and additional pages upon request.

Accomplishment 3 : Created automated checkpoints (<http://www.csuchico.edu/web/news/2018-fall/2018-10-1-automating-accessibility.shtml>) in the WCMS including warning of missing alt tags, removal of empty heading, enforcement of file naming conventions, automatically added file extension information on media file links, and more.

Accomplishment 4 : Integrated Siteimprove automated scanning plug-in with Cascade WCMS.

Accomplishment 5 : Created a Web Services 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.

### Key Plans AY18/19 (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 additional automated checkpoints within WCMS and limited access to html to prevent site maintainers from introducing content errors.

Plan 4 : 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 AY17/18	Will work on in AY18/19	REQUIRED Evidence/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				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. Automated accessibility checks were added to the WCMS that display a warning, prevent publishing, or automatically fix common accessibility errors. In addition, the department will not complete requests to post inaccessible content from content update clients.



<p>3.3 Established a procedure to ensure that campus members involved in website and/or web application development are familiar with the monitoring process.</p>	<p>Defined</p>				<p>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. All Cascade content maintainers on campus are introduced to the accessibility monitoring process at required training sessions. Site and app owners of identified non-Cascade campus sites receive monthly Siteimprove reports and/or biyearly emails about manual testing results.</p>
<p>3.4 Established a procedure to ensure that campus members that develop websites, web applications know who to contact for compliance assistance.</p>	<p>Defined</p>				<p>The established, central campus service ticket catalog includes a web accessibility category where users can request technical assistance, accessibility reports/consultations, PDF and other document remediation, video captioning assistance, and more. In addition, Siteimprove reports include contact information for Web Services. 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.</p>
<p>3.5 Assigned responsibility for the ongoing monitoring process of digital content 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 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 and is participating in a pilot test of Ally for web.</p>
<p>3.6 Conducted Section 508 evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF) before the documents are published to the web.</p>	<p>Defined</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. Items posted by Web Services on sites within the WCMS are checked and remediated before publishing.</p>
<p>3.7 Conducted Section 508 evaluations on digital content: videos before the videos are published to the web.</p>	<p>Defined</p>				<p>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.</p>
<p>3.8 Conducted Section 508</p>					<p>Every audio file in the www domain is manually</p>

Section 508 evaluations on digital content: audios, before the audios are published to the web.	Defined				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				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. (See Section 5 of the Campus Web Accessibility Plan, <a href="http://www.csuchico.edu/web/accessibility/index.shtml">http://www.csuchico.edu/web/accessibility/index.shtml</a> , and Cascade Training Outline, <a href="http://www/web/self-maintenance/training/outline-3.shtml">http://www/web/self-maintenance/training/outline-3.shtml</a> .)
3.10 Established a procedure to ensure that campus members that develop digital content know who to contact for compliance assistance.	Defined				The established, central 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. In addition, Siteimprove reports include contact information for Web Services.
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 Box Drive.

## 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 AY17/18 (Please list 3 to 5)

Accomplishment 1 : Continued using the master list of www sites and other sites on the campus web server to identify legacy content sites that will be granted a temporary exemption from the migration process.

Accomplishment 2 : Boilerplate language placed on exempted sites for alternative format requests.

Accomplishment 3 : Piloted test with Meriam Library Special Collections using Archivelt to preserve archival sites for the historical record while removing them from the Campus Web.

**Key Plans AY18/19 (Please list 3 to 5)**

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

Plan 2 : Continue to 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 AY17/18	Will work on in AY18/19	REQUIRED Evidence/Comments
			Yes	Yes	
4.1 Established a process for granting exemptions.	Initiated				Campus formed a committee with a broad selection of representatives from areas producing CSU, Chico web apps, and digital content that will be responsible establishing a campuswide exemptions process. Web Services owns a page outlining an exemptions process sites within www.csuchico.edu ( <a href="http://www.csuchico.edu/web/accessibility/exemptior">http://www.csuchico.edu/web/accessibility/exemptior</a> )
4.2 Documented process for handling exemptions is part of the campus Web Accessibility Plan.	Initiated				Campus formed a committee with a broad selection of representatives from areas producing CSU, Chico web apps, and digital content that will be responsible establishing a campuswide exemptions process. The Services exemptions process is connected to the Car Web Accessibility Plan ( <a href="http://www.csuchico.edu/web/accessibility/plan.shtm">http://www.csuchico.edu/web/accessibility/plan.shtm</a> )
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				As Cascade WCMS sites are migrated into Campus v frameworks, content owners of sites with identified compliance issues are contacted and made aware of exemptions process.
4.4 Accessible alternate format is in place for all website and web applications exemptions.	Initiated				Web Services adds accommodation statements allow users to request accessible alternate formats to all leg pages with accessibility issues identified during the 3 migration process.
4.5 Established a follow-up procedure to remediate non-compliant websites, and web applications.	Initiated				This is planned for 2019-20. Web Services is currentl focusing efforts on the 3.0 migration of all campus site new framework.
4.6 Established					

<p>4.6 Established a procedure to ensure that campus members responsible for website, and web applications, know who to contact for compliance assistance.</p>	<p>Initiated</p>				<p>The established, central campus service ticket catalog includes an "Accessible Content" category where users request accessibility assistance. In addition, Siteimprove reports include contact information for Web Services. Services sends out campus announcements about accessibility compliance and resources each semester. Cascade WMCS content maintainers on campus are trained on how to get compliance assistance at mandatory Cascade training. Monthly Siteimprove reports that go to Cascade 3.0 site maintainers and selected other domain owners include contact information for Web Services.</p>
<p>4.7 Documentation of the website, and web application, exemptions and alternative accommodations process is archived and can be produced for inspection.</p>	<p>Initiated</p>				<p>Documentation of the process and a list of Campus Web exempted sites is available at <a href="http://www.csuchico.edu/web/accessibility/exemption">http://www.csuchico.edu/web/accessibility/exemption</a></p>
<p>4.8 Accessible alternate format is in place for all digital content exemptions.</p>	<p>Initiated</p>				<p>Ad hoc process</p>
<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>All Cascade content maintainers on campus are introduced to the accessibility process at required training sessions. Participants receive a basic introduction to web accessibility and information about their responsibility to provide accessible alternate formats.</p>
<p>4.10 Established a follow-up procedure to remediate non-compliant digital content.</p>	<p>Initiated</p>				<p>This is planned for 2019-20, in conjunction with a full Ally for Web. Web Services is currently focusing effort on the 3.0 migration of all campus sites into a new framework.</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 established, central campus service ticket catalog includes an "Accessible Content" category where users request accessibility reports/consultations, PDF and document remediation, video captioning assistance, and more. In addition, Siteimprove reports include contact information for Web Services.</p>
<p>4.12 Documentation</p>					

Documentation of the digital content exemptions and alternative accommodations process is archived and can be produced for inspection.	Not Started				Not started
4.13 Assigned responsibility for the exemptions 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 web apps, and digital content that will be responsible exemptions.

## 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 AY17/18 (Please list 3 to 5)

Accomplishment 1 : Trained all student and staff members in Web Services in accessibility basics through Siteimprove.

Accomplishment 2 : Added to accessibility knowledge base for Cascade content maintainers (<https://support.csuchico.edu/TDClient/KB/?CategoryID=8673>) and an accessibility section of the Campus Communicators Guide, co-owned by University Publications and Web Services (<https://www.csuchico.edu/style-guide/accessibility/index.shtml>).

### Key Plans AY18/19 (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](http://www.csuchico.edu) websites into new accessible framework (Campus Web 3.0), retraining all site maintainers in accessibility in the process.

Plan 4 : Leverage new development and training system to require campus developers to take accessible development courses.

### Comments

### 5.0 Success Indicators

	Status -- Required	Year Started	Worked on in AY17/18	Will work on in AY18/19	REQUIRED Evidence/Comments
			Yes	Yes	
5.1 Assigned responsibility for the training process of web development and web application	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

					responsible for the training process of web development and web application process.
5.2 Assigned responsibility for the training process of digital content development to a body (person(s) or business entity).	Initiated				Campus formed a committee with a broad selection of representatives from areas selection of representatives from areas 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				See Section 5 of the Campus Web Accessibility Plan <a href="http://www.csuchico.edu/web/accessibility/index.shtml">http://www.csuchico.edu/web/accessibility/index.shtml</a> A web accessibility knowledge base for Cascade CMS users exists at <a href="https://support.csuchico.edu/TDClient/KB/?CategoryID=8673">https://support.csuchico.edu/TDClient/KB/?CategoryID=8673</a> and is added to by Web Services on a regular basis. The Campus Communicators Guide includes an accessibility section at <a href="http://www.csuchico.edu/styleguide/accessibility/index.shtml">http://www.csuchico.edu/styleguide/accessibility/index.shtml</a> . The campus community has access to Siteimprove Academy and Lynda course in accessibility.
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.
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 their sites, and an overview of the accessibility report 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	Initiated				initial phases of creation
5.9 Training is offered on a regular schedule.	Established				Cascade training that includes accessibility is offered an average of four times a month through the campus Development and Training System. Siteimprove Academy and Lynda courses are available on demand.
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 established, central campus service ticket catalog that allows users to request help with accessibility issues, including training.
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.

## 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 AY17/18 (Please list 3 to 5)

Accomplishment 1 : Added "Report an Accessibility Issue" mechanism to sites beyond Campus Web, including Chico State Today.

Accomplishment 2 : Expanded list of monthly Siteimprove report recipients due to additional site scans implemented.

Accomplishment 3 : Created Web Services News web page that includes accessibility information.



### Key Plans AY18/19 (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 : Web Services staff will help Siteimprove beta test new reporting module, with hopes of giving feedback on ways to optimize this automated communication.

### Comments

### 6.0 Success Indicators

	Status -- Required	Year Started	Worked on in AY17/18	Will work on in AY18/19	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 and posts news at <a href="http://www.csuchico.edu/web/news/index.shtml">http://www.csuchico.edu/web/news/index.shtml</a> . 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					

	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 copies exist with Web Services. The Campus Communicators Guide is at <a href="http://www.csuchico.edu/style-guide">www.csuchico.edu/style-guide</a> .

## 7.0 Administrative Process

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

### 7.0 Goal Status - Required

Initiated

### Key Accomplishments AY17/18 (Please list 3 to 5)

Accomplishment 1 : Completed Web Services dynamic report (<https://www.csuchico.edu/web/report/>), the first phase of creating comprehensive accessibility reports for campus governance entities.

### Key Plans AY18/19 (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 using Ally's API and campus department data 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 AY17/18	Will work on in AY18/19	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 <a href="http://www.csuchico.edu/ati/chico-reports.shtml">http://www.csuchico.edu/ati/chico-reports.shtml</a> . Web Services has a plan for the smaller selection of pages in the Campus Web (www.csuchico.edu sites) at <a href="http://www.csuchico.edu/web/accessibility/plan.shtml">http://www.csuchico.edu/web/accessibility/plan.shtml</a> .
7.2 Established a procedure to update and	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).	Initiated				The campus has started collecting metrics for web accessibility success--scans done, digital content remediated, sites migrated, sites deleted/archived, announcements sent, etc. Web Services has established metrics for success including target scan scores and migration deadlines.
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

## Final Comments and Review Options

### Final Comments

Web has been an area of high focus for us. Our team there has had an amazing role in our campuses accessibility goals.

### 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.

