ATI Web Accessibility Report 13/14

Campus Name: Fresno State

Please refer to the report instructions before completing this form. The instructions were sent as a separate attachment and they are also posted on the [ATI Moodle Website](http://ati.calstate.edu/) .

# Web Accessibility Evaluation Process

| **Goal** | **Goal Status** | **Key Accomplishments** | **Key Plans** |
| --- | --- | --- | --- |
| **Identify and repair or replace inaccessible websites, web applications, and digital content.** | Managed | Continued annual testing/reporting for all sites within CMS. Continued campus training on CMS which includes web accessibility information. | 1. Tracking system: Staff identified to work on tracking system left the university. This tracking system plan is slated for 13-14. (Develop a system to track accessibility tests per site including site owner, test dates, notification of non-compliance, recommended remediation, retest dates and outcomes.) 2. Compliance Sheriff Training for campus departments that host/maintain websites outside the CMS. So they can self-monitor their own sites (such as Library, Technical Services, TILT) |
| **Comments** |  | | |

| **Success Indicator** | **Status** | **Year Started** | **Worked on?**  **(Yes/No)** | **Will work on?**  **(Yes/No)** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| * 1. Assigned responsibility for the evaluation process to a body (person(s) or business entity). | Managed | 2010 | Y | N | Jason Newsome and student assistant continue to be tasked with annual accessibility testing of CMS sites. |
| * 1. Inventoried all campus administrative websites. | Managed | 2008 | No | No | All campus administrative websites have been inventoried. New sites are added to scan list automatically. |
| * 1. Inventoried all administrative websites developed by contract vendors. | Managed | 2010 | Yes | Yes | Continue to monitor administrative websites when notified by Procurement that these sites have been contracted out, as well as when other non-cms sites are identified. Test/report on outside sites as requested. |
| * 1. Established a process to perform regularly scheduled accessibility audits using established criteria to identify websites that need remediation. | Managed | 2010 | Yes | Yes | Changed testing schedule to one annual test. WebComm corrects key issues at the time of testing. |
| * 1. . Conducted automated accessibility evaluations on websites and **web applications**. | Not Started |  | N | Unknown | Changing the interpretation of this check point this year to report on web applications. WebComm is not testing web applications that are hosted outside of the CMS. These sites must be identified, and those site owners/departments will be trained to do their own accessibility testing with Compliance Sheriff. This issue was brought up to the ATI Executive Committee.  We do conduct automated testing (via Compliance Sheriff) for Informational websites within the CMS. |
| * 1. Conducted manual accessibility evaluations on websites and **web applications**. | Not Started |  | N | Unknown | See item #1.5  Manual evaluation is done for various check points not covered by Compliance Sheriff. |
| * 1. Established a procedure to distribute evaluation results to campus members and vendors responsible for website and maintenance. | Initiated | 2013 | Yes | Yes | Not distributing reports at this time as WebComm is making remediation on the sites at this time, due to the central control of the CMS templates. We hope that after procedure is established responsibility for remediating site content will pass to divisions. |
| * 1. Established a follow-up procedure that tracks remediation or replacement of documented compliance issues. | Not Started |  | No | Yes | See 1.7. |
| * 1. Established a procedure to ensure that campus members involved in maintaining websites and web applications, are familiar with the web accessibility evaluation process. | Initiated | 2013 | Yes | Yes | Training planned for other campus members/departments to learn about testing and reporting. Date not set, anticipated in spring break or summer 2015 |
| * 1. Established a procedure to ensure that campus members involved in maintaining websites, web application know who to contact for compliance assistance. | Initiated | 2013 | Yes | Yes | Training planned for other campus members/departments to learn about testing and reporting. Date not set, anticipated in spring break or summer 2015. Additionally, compliance assistance information is given as a part of our standard web accessibility training. |
| * 1. Conducted manual accessibility evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF). | Not Started |  | No | No | Evaluations have not been started. No resources for this level of testing. |
| * 1. Conducted manual evaluations on digital content: videos. | Not Started |  | No | No | Evaluations have not been started. No resources for this level of testing. |
| * 1. Conducted manual evaluations on digital content: audios. | Not Started |  | No | No | Evaluations have not been started. No resources for this level of testing. |
| * 1. Established a procedure to distribute evaluation results to campus members and vendors responsible for digital content maintenance. | Not Started |  | No | No | Evaluations have not been started. No resources for this level of testing. |
| * 1. Established a procedure to ensure that campus members involved in maintaining digital content are familiar with the web accessibility evaluation process. | Initiated | 2013 | Yes | Yes | See 1.9 |
| * 1. Established a procedure to ensure that campus members involved in maintaining digital content know who to contact for compliance assistance. | Managed | 2013 | Yes | Yes | This information is delivered within the CMS Training. Will continue this activity. |
| * 1. Documentation of the web accessibility evaluation process is archived and can be produced for inspection. | Initiated | 2013 | Yes | Yes | Plan to document the process that WebComm has put in place for annual testing and remediation. |

| **Area(s) of Requested Collaboration for Web Accessibility Evaluation Process** | **Indicator Number** | **Assistance Requested?**  **Yes/No** | **Assistance**  **Offered?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- |
| Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff |  | No | No | Fresno State already is collaborating through systemwide CSU ATI phone/Webinar conferences whenever they are scheduled. |
| Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff |  | No | No | Fresno State already is collaborating through systemwide CSU ATI phone/Webinar conferences whenever they are scheduled. |

# New Website/Web Application and Digital Content Design and Development Process

| **Goal** | **Goal Status** | **Key Accomplishments** | **Key Plans** |
| --- | --- | --- | --- |
| **New website/web application and digital content development complies with all Section 508 accessibility guidelines.** | Managed | Process has been established for testing upon launch any new sites that are created within the CMS. | Continue process |
| **Comments** |  | | |

| **Success Indicator** | **Status** | **Year Started** | **Worked on?**  **Yes/No** | **Will work on?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| * 1. Established a process to ensure that new websites and **web applications** are developed with "designed in" accessibility included. | Established | 2012 | Yes | Yes | Web policy includes accessibility compliance. Web development procedures include testing for accessibility upon launch of new sites.  No such routine exists for web applications or sites developed outside the CMS. See 1.5 |
| * 1. Established a procedure to ensure that accessible coding techniques are used to develop new websites and **web applications**. | Established | 2012 | Yes | Yes | Web policy includes accessibility compliance. Web development procedures include testing for accessibility upon launch of new sites.  No such routine exists for web applications or sites developed outside the CMS. See 1.5 |
| * 1. Established a procedure to ensure that campus members involved in the design and development processes are aware of Section 508 guidelines. | Managed | 2012 | Yes | Yes | Covered in our CMS training |
| * 1. Established a procedure to ensure that campus members involved in website design and development know who to contact for compliance assistance. | Managed | 2012 | Yes | Yes | Covered in our CMS training |
| * 1. Developed digital content: documents (word processor produced, excel, PowerPoint, PDF) in accordance with Section 508 accessibility guidelines. | Not started |  | No | No | This subcommittee is not working on training or testing of these document types. No resources for this responsibility. |
| * 1. Developed digital content: videos in accordance with Section 508 accessibility guidelines. | Not started |  | No | No | This subcommittee is not working on training or testing of these document types. No resources for this responsibility. |
| * 1. Developed digital content: audios in accordance with Section 508 accessibility guidelines. | Not started |  | No | No | This subcommittee is not working on training or testing of these document types. No resources for this responsibility. |
| * 1. Established a procedure to ensure that campus members involved in digital content development know who to contact for compliance assistance. | Managed | 2012 | Yes | Yes | Covered in our CMS training |

| **Area(s) of Requested Collaboration for New Website/Web Application and Digital Content Design and Development Process** | **Indicator Number** | **Assistance Requested?**  **Yes/No** | **Assistance**  **Offered?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- |
| Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff |  | No | No | We attended Compliance Sheriff training at East Bay. Very valuable training. Much appreciated. |
|  |  |  |  |  |

# Ongoing Monitoring Process

| **Goal** | **Goal Status** | **Key Accomplishments** | **Key Plans** |
| --- | --- | --- | --- |
| **Updating and maintenance of websites/web applications and digital content comply with Section 508 Accessibility Standards** | Managed | Updated Web Policy has been in place for almost two years now. Testing is in place for annual testing of informational websites within the CMS. Tested this year using ATI recommended checkpoints. Remediation is ongoing. | Hope to establish reporting process for non-cms sites, to be done by other departments who host/support non-cms site and web applications. |
| **Comments** |  | | |

| **Success Indicator** | **Status** | **Year Started** | **Worked on?**  **Yes/No** | **Will work on?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| * 1. Assigned responsibility for the ongoing monitoring process of websites and web applications to a body (person(s) or business entity). | Managed | 2013 | Yes | Yes | Jason Newsome continues to be primary staff member tasked with this responsibility, along with a part-time student assistant. |
| * 1. Established a procedure to verify that any changes made to existing website and web applications comply with 508 accessibility guidelines. | Managed | 2013 | Yes | Yes | Managed process, but modified frequency to once per year. We do not have the manpower to test and remediate twice a year. |
| * 1. Established a procedure to ensure that campus members involved in website and/or web application development are familiar with the monitoring process. | Initiated | 2013 | No | Yes | Training for other campus entities for compliance/monitoring training using Compliance Sheriff. This did not happen in 2013 as planned. |
| * 1. Established a procedure to ensure that campus members that develop websites, web applications know who to contact for compliance assistance. | Established | 2013 | Yes | Yes | Covered in CMS training, and will be covered in Compliance Sheriff training for departments who host/manage non-cms sites |
| * 1. Assigned responsibility for the ongoing monitoring process of digital content to a body (person(s) or business entity) | Not Started |  | No | No | Incorrectly reported before. WebComm does not do accessibility testing on digital content such as audio, video, or linked documents such as Word, PDF, PPT, etc. |
| * 1. 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 | This subcommittee is not working on training or testing of these document types. No resources for this responsibility. |
| * 1. Conducted Section 508 evaluations on digital content: videos before the videos are published to the web. | Not started |  | No | Yes | This subcommittee is not working on training or testing of these document types. No resources for this responsibility, but we hope to do a manual check if videos have or don’t have captions. |
| * 1. Conducted Section 508 evaluations on digital content: audios, before the audios are published to the web. | Not started |  | No | No | This subcommittee is not working on training or testing of these document types. No resources for this responsibility. |
| * 1. Established a procedure to ensure that campus members involved in digital content development are familiar with the monitoring process. | Managed | 2012 | Yes | Yes | Covered in our CMS training |
| * 1. Established a procedure to ensure that campus members that develop digital content know who to contact for compliance assistance. | Established | 2012 | Yes | Yes | Covered in our CMS training |
| * 1. Documentation of the web accessibility monitoring process is archived and can be produced for inspection. | Not Started |  | No | Yes | Plan to document this as part of the Compliance Sheriff training for departments hosting/maintaining non-cms websites or web applications |

| **Area(s) of Requested Collaboration for Ongoing Monitoring Process** | **Indicator Number** | **Assistance Requested?**  **Yes/No** | **Assistance**  **Offered?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- |
| Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff |  | N | N |  |
|  |  |  |  |  |

# Exemptions and Alternatives Process

| **Goal** | **Goal Status** | **Key Accomplishments** | **Key Plans** |
| --- | --- | --- | --- |
| **Documented non-compliant websites, web applications and digital content must be delivered in an equally effective alternate format and granted an exemption.** | Defined | Web Policy includes this information and it has been adopted by campus. | This information will be added to Compliance Sheriff training workshop we plan to offer departments to departments hosting and maintaining non-cms websites. |
| **Comments** |  | | |

| **Success Indicator** | **Status** | **Year Started** | **Worked on?**  **Yes/No** | **Will work on?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| * 1. Established a process for granting exemptions. | Initiated | 07-08 | No | Yes | Early web policy covered information that exemptions could be granted. Will include in content in Training listed in “Key Plan” above. |
| * 1. Documented process for handling exemptions is part of the campus Web Accessibility Plan. | Initiated | 07-08 | No | No | No plans to document this year. Not a high need at this time. |
| * 1. 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 | 07-08 | No | No | Already covered in earlier versions of the web policy. Discussed in CMS training with other accessibility information. No plans to work on this during this year. Low need. |
| * 1. Accessible alternate format is in place for all website and web applications exemptions. | Initiated | 2011 | No | No | No sites using alternate format at this time |
| * 1. Established a follow-up procedure to remediate non-compliant websites, and web applications. | Defined | 2010 | No | No | As WebComm tests and remediates informational websites in the CMS for accessibility, we do not have a follow-up procedure, and do not need one at this time. |
| * 1. Established a procedure to ensure that campus members responsible for website, and web applications, know who to contact for compliance assistance. | Defined | 2012 | Yes | Yes | Covered in CMS training |
| * 1. Documentation of the website, and web application, exemptions and alternative accommodations process is archived and can be produced for inspection. | Initiated | 07-08 | No | No | None requested to date, even though it has been a part of our web policy for several years. |
| * 1. Accessible alternate format is in place for all digital content exemptions. | Initiated | 07-08 | No | No | No sites using alternate format at this time. Has been a part of our web policy for several years. |
| * 1. Established a procedure to ensure that campus members responsible for digital content are aware of the process for providing accessible alternate formats. | Initiated | 07-08 | No | Yes | Will add this information to CMS training under accessibility. Will also create communication with CMS site owners to inform them, although WebComm does not test for this. See earlier point on Digital Content. Web policy has included this for several years. |
| * 1. Established a follow-up procedure to remediate non-compliant digital content. | Not Started |  | No | No | See 2.5 – 2.7 above. WebComm does not test for compliant digital content (linked content files) |
| * 1. Established a procedure to ensure that campus members responsible for digital content know who to contact for compliance assistance. | Initiated | 2012 | Yes | Yes | Briefly covered in CMS training, but we do not have the manpower to assist in creation, only consult on what are best practices. |
| * 1. Documentation of the digital content exemptions and alternative accommodations process is archived and can be produced for inspection. | Not Started |  | No | No | Was not able to work on this in 2012-2013. Is not planned for this year due to new projects with higher priority for new administration. |

| **Area(s) of Requested Collaboration for Exemptions and Alternatives Process** | **Indicator Number** | **Assistance Requested?**  **Yes/No** | **Assistance**  **Offered?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- |
| Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff | Initiated | Yes | No | Would like to review the exemptions and alternative process documentation of other campuses. I had this in last year’s report. |
|  |  |  |  |  |

# Training Process

| **Goal** | **Goal Status** | **Key Accomplishments** | **Key Plans** |
| --- | --- | --- | --- |
| Professional development training has incorporated Section 508 accessibility guidelines into website and web applications development and digital content preparation. | Not Started | None | This information is covered in CMS training, but Professional development training does not include CMS training at this time. The Web accessibility sub committee does not currently have this responsibility |
| **Comments** |  | | |

| **Success Indicator** | **Status** | **Year Started** | **Worked on?**  **Yes/No** | **Will work on?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| * 1. Assigned responsibility for the training process of web development and web application development to a body (person(s) or business entity). | Initiated | 2011 | Yes | Yes | Part-time trainer was not renewed. Limited, but consistently offered training is available from WebComm. |
| * 1. Assigned responsibility for the training process of digital content development to a body (person(s) or business entity). | Initiated | 2011 | Yes | No | Basic accessibility of in-page content is covered in CMS training given by Jason Newsome, WebComm. Training for accessibility of other digital content formats is not the responsibility of the Web Sub-Committee |
| * 1. Established a web based repository for training materials that are available to members of the campus community | Initiated | 2012 | Yes | No | Our previous part time trainer created video tutorials on CMS use that also include web accessibility tips. |
| * 1. Established and deployed accessible web training program for web developers and designers. | Initiated | 2012 | Yes | No | Our previous part time trainer created video tutorials on CMS use that also include web accessibility tips. Videos are captioned |
| * 1. Established and deployed accessible web training program for web content contributors. | Initiated | 2012 | Yes | No | Our previous part time trainer created video tutorials on CMS use that also include web accessibility tips. Videos are captioned |
| * 1. Established and deployed accessible web training program for digital content: (word processor produced, excel, PowerPoint, PDF) publishers. | Not Started |  | No | No | No training resources for these document formats from WebComm |
| * 1. Established and deployed accessible web training program for digital content: video publishers. | Not Started |  | No | No | No training resources for these document formats from WebComm |
| * 1. Established and deployed accessible web training program for digital content: audio publishers. | Not Started |  | No | No | No training resources for these document formats from WebComm |
| * 1. Training is offered on a regular schedule. | Initiated | 2012 | Yes | Yes | Ongoing CMS training, plus weekly drop in Lab is available, and very successful |
| * 1. Established a procedure to ensure that campus members are aware of the training process and know who to contact for training assistance. | Initiated | 2012 | Yes | Yes | Ongoing CMS training, plus weekly drop in Lab is available, and very successful |
| * 1. Documentation of the training sessions and attendance is archived and can be produced for inspection. | Initiated | 2012 | Yes | Yes | Ongoing CMS training, plus weekly drop in Lab is available, and very successful. Attendance is documented. |

| **Area(s) of Requested Collaboration for the Training Process** | **Indicator Number** | **Assistance Requested?**  **Yes/No** | **Assistance**  **Offered?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- |
| Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff |  | No | No |  |
|  |  |  |  |  |

# Communication Process

| **Goal** | **Goal Status** | **Key Accomplishments** | **Key Plans** |
| --- | --- | --- | --- |
| **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.** | Initiated | Established communication sub committee led by Bruce Whitworth | Disseminate general information about campus ATI efforts |
| **Comments** |  | | |

| **Success Indicator** | **Status** | **Year Started** | **Worked on?**  **Yes/No** | **Will work on?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| * 1. Assigned responsibility for the communication process to a body (person(s) or business entity). | Initiated | 2012 | Yes | Yes | Assigned to ATI Communications Subcommittee |
| * 1. Established an ongoing general campus communication that promotes web accessibility awareness. | Initiated | 2012 | Yes | Yes | ATI Communications Subcommittee will begin a series of campus communications efforts, including Bulletin Board, email and Fresno State News.com announcements and communications |
| * 1. Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new faculty. | Initiated | 2011 | Yes | Yes | This is part of new faculty orientation |
| * 1. Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new staff. | Initiated | 2011 | No | No | See 6.3, not initiated for staff |
| * 1. Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for students. | Not Started |  | No | No | There are no current plans to establish a procedure that incorporates electronic content Section 508 guidelines into the orientation process for students.  ATI Communications Subcommittee , will work with Student Affairs to develop a check list for students to be included in the orientation packet during Dog Days. |
| * 1. Documentation of the communication process is archived and can be produced for inspection. | Not Started |  | No | Yes | Documentation of the communication process will be archived and will be available for inspection once the procedure is in place. |

| **Area(s) of Requested Collaboration for the Communication Process** | **Indicator Number** | **Assistance Requested?**  **Yes/No** | **Assistance**  **Offered?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- |
| Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff | Not Started  Initiated  Defined  Established  Managed  Optimizing | No | No | This is a campus by campus communications effort. Given differing internal communications vehicles on each of the 23 campuses, collaboration is difficult between campuses. |
|  |  |  |  |  |

# Administrative Process

| **Goal** | **Goal Status** | **Key Accomplishments** | **Key Plans** |
| --- | --- | --- | --- |
| **Campus governance entities are aware of and kept informed about web accessibility.** | Initiated | See section 6.0 key accomplishments. Established a communications sub-committee as part of the ATI Steering Committee Disseminate general information about campus accessibility efforts | ATI Communications Subcommittee will begin a series of campus communications efforts |
| **Comments** |  | | |

| **Success Indicator** | **Status** | **Year Started** | **Worked on?**  **Yes/No** | **Will work on?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- | --- |
| * 1. Developed and published a Web Accessibility Plan. | Initiated | 2010 | Yes | Yes | Will be part of campus Compliance Sheriff training in 2015 |
| * 1. Established a procedure to update and revise the Web Accessibility Plan as necessary. | Initiated |  | No | Yes | See 7.1 |
| * 1. Established metrics for each of the Web Accessibility Plan areas (evaluation, monitoring, new development, exemptions & alternatives, training, and communication). | Initiated |  | No | Yes | See 7.1 |
| * 1. 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 |  | No | Yes | See 7.1 |

| **Area(s) of Requested Collaboration for Administrative Process** | **Indicator Number** | **Assistance Requested?**  **Yes/No** | **Assistance**  **Offered?**  **Yes/No** | **Comments** |
| --- | --- | --- | --- | --- |
| Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff |  | Yes | No | Would like to see other campus’ Web Accessibility plans, especially the metrics they have established and how they’ve established and are tracking them. |
|  |  |  |  |  |

# Contributors

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Email Address** | **Phone Number** |
| Bruce Whitworth | Director, University Web Communications | bwhitwor@csufresno.edu | 559.278.5029 |
| Dawn Truelsen | Assoc. Director, Web Communications | dtruelsen@csufresno.edu | 559.278.6857 |
| Jason Newsome | Web Designer | jnewsome@csufresno.edu | 559.278.2561 |
| Mark Plattner | Network Manager, Auxiliary Services | mplattner@csufresno.edu | 559.278.0820 |