ATI Web Accessibility Report AY 10/11

Campus Name: CSU Fresno

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 .

1.0   Web Accessibility Evaluation Process

Goal	Goal Status	Key Accomplishments 10/11	Key Plans 11/12
Identify and repair or replace inaccessible Websites, Web applications, and digital content.	Established	The review of all the campus Web presence, on and off campus hosts, was conducted and a baseline Web accessibility report produced.	
Comments			

Success Indicator	Status	Year Started	Worked on 10/11? (Yes/No)	Will work on 11/12? (Yes/No)	Comments
1.1 Assigned responsibility for the evaluation process to a body (person(s) or business entity).	Established	2010	Yes	Yes	Office of Web Services (OWS) has been designated as the evaluation body for accessibility issues. (As of November 2011, OWS personnel and functions have been absorbed by University Communications and will no longer function as a separate entity.)
1.2 Inventoried all campus administrative websites.	Managed	2008	Yes	Yes	OWS has inventoried the university Web presence, which includes sites hosted on both on- and off-campus servers. The former prime campus server (INFO) has been retired and replaced with a cloud-based host, which allows for the capture of the majority of campus sites.
1.3 Inventoried all administrative websites developed by contract vendors.	Managed		Yes	Yes	See 1.2

Success Indicator	Status	Year Started	Worked on 10/11? (Yes/No)	Will work on 11/12? (Yes/No)	Comments
1.4 Established a process to perform regularly scheduled accessibility audits using established criteria to identify websites that need remediation.	Defined		Yes	Yes	OWS has inventoried the university Web presence, which includes sites hosted on both on- and off-campus servers. The former prime campus server (INFO) has been retired and replaced with a cloud-based host, which allows for the capture of the majority of campus sites. A process has been initiated to evaluate and report annually on the accessibility health of the Fresno State Web presence. This is in addition to the creation of monitoring and reporting processes to identify websites in need of remediation.
1.5 . Conducted automated accessibility evaluations on websites and Web applications.	Initiated		Yes	Yes	We have completed an initial baseline assessment using the automated software Compliance Sheriff.
1.6 Conducted manual accessibility evaluations on websites and Web applications.	Initiated		Yes	Yes	We have conducted manual accessibility evaluations on a random subset of campus administrative sites. The results of these evaluations will be used to develop processes and procedures to encompass evaluations throughout the campus Web presence.
1.7 Established a procedure to distribute evaluation results to campus members and vendors responsible for website and maintenance.	Initiated		Yes	Yes	OWS and the Web Services Advisory Board (WSAB) will work to develop processes and procedures to ensure that accurate and timely communications will be distributed to campus responsible entities. These processes and procedures are included in the current draft campus Web policy.
1.8 Established a follow-up procedure that tracks remediation or replacement of documented compliance issues.	Initiated		Yes	Yes	The informal practice is under review and is in the campus draft Web policy, which is expected to be formalized with final approval of the redeveloped overall campus Web policy.
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.	Initiated		Yes	Yes	Procedures were in place under the "Clean up the Web" initiative. With the implementation of the WCMS, new procedures will need to be developed.
1.10 Established a procedure to ensure that campus members involved in maintaining websites, Web application know who to contact for compliance assistance.	Initiated	2010	Yes	Yes	There is a specific informal process in place, a network of contacts has been identified, and formal procedures will be developed in the coming year.
1.11 Conducted manual accessibility evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF).	Defined		Yes	Yes	Accessibility evaluations have been conducted on some digital content on existing websites. As new websites are being developed and existing websites are updated, digital content is reviewed for compliance.

Success Indicator	Status	Year Started	Worked on 10/11? (Yes/No)	Will work on 11/12? (Yes/No)	Comments
1.12 Conducted manual evaluations on digital content: videos.	Initiated	2010	Yes	Yes	See 1.11
1.13 Conducted manual evaluations on digital content: audios.	Initiated	2010	Yes	Yes	See 1.11
1.14 Established a procedure to distribute evaluation results to campus members and vendors responsible for digital content maintenance.	Initiated	2010	Yes	Yes	See 1.7
1.15 Established a procedure to ensure that campus members involved in maintaining digital content are familiar with the Web accessibility evaluation process.	Initiated	2010	Yes	Yes	See 1.7
1.16 Established a procedure to ensure that campus members involved in maintaining digital content know who to contact for compliance assistance.	Initiated	2010	Yes	Yes	See 1.7
1.17 Documentation of the Web accessibility evaluation process is archived and can be produced for inspection.	Defined	2011	Yes	Yes	Documentation through Compliance Sheriff and the Baseline Web Accessibility is archived and available upon request to OWS.

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 monthly CSU ATI phone/Webinar conferences.

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

Goal	Goal Status	Key Accomplishments 10/11	Key Plans 11/12
New website/Web application and digital content development complies with all Section 508 accessibility guidelines.	Initiated	With the newly acquired WCMS, tools are now available to facilitate better compliance toward Section 508 accessibility guidelines.	
Comments			

Success Indicator	Status	Year Started	Worked on 10/11? Yes/No	Will work on 11/12? Yes/No	Comments
2.1 Established a process to ensure that new websites and Web applications are developed with "designed in" accessibility included.	Defined	2006	Yes	Yes	The Web policy currently under development in draft form will include accessibility components to ensure universal Web design is included.
2.2 Established a procedure to ensure that accessible coding techniques are used to develop new websites and Web applications.	Established		Yes	Yes	We are working to migrate our Web presence to WCMS, where accessibility coding is consistently used for Website structure to ensure accessible coding techniques are used.
2.3 Established a procedure to ensure that campus members involved in the design and development processes are aware of Section 508 guidelines.	Initiated		Yes	Yes	The current and draft Web policies ensure that developers are aware of the policy. The new WCMS requires campus members involved in the design and development be aware of Section 508 guidelines.
2.4 Established a procedure to ensure that campus members involved in Website design and development know who to contact for compliance assistance.	Defined		Yes	Yes	OWS has initiated a campus communication effort to ensure those involved in Website design and development know that OWS is the entity responsible for Web accessibility assistance. With the restructuring of Web services, a new communication effort will need to be implemented.
2.5 Developed digital content: documents (word processor produced, excel, PowerPoint, PDF) in accordance with Section 508 accessibility guidelines.	Initiated		Yes	Yes	Reviewing new and existing content as OWS works on Web sites.
2.6 Developed digital content: videos in accordance with Section 508 accessibility guidelines.	Initiated		Yes	Yes	See 2.5
2.7 Developed digital content: audios in accordance with Section 508 accessibility guidelines.	Initiated		Yes	Yes	See 2.5
2.8 Established a procedure to ensure that campus members involved in digital content development know who to contact for compliance assistance.	Initiated		Yes	Yes	See 2.3

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

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		Yes	Not requested	Combined training efforts for all CSU campuses using Compliance Sheriff for digital content development processes.

3.0   Ongoing Monitoring Process

Goal	Goal Status	Key Accomplishments 10/11	Key Plans 11/12
Updating and maintenance of websites/Web applications and digital content comply with Section 508 Accessibility Standards	Defined	Updating and maintenance of Web sites is a top priority of the core group of campus Web developers responsible for these activities.	
Comments			

Success Indicator	Status	Year Started	Worked on 10/11? Yes/No	Will work on 11/12? Yes/No	Comments
3.1 Assigned responsibility for the ongoing monitoring process of websites and Web applications to a body (person(s) or business entity).	Defined	08/09	Yes	Yes	Ongoing monitoring for compliance has been assigned to the Web Accessibility Coordinator in OWS as of Fall 2011.
3.2 Established a procedure to verify that any changes made to existing website and Web applications comply with 508 accessibility guidelines.	Initiated	2010	Yes	Yes	As sites are migrated into the WCMS, beginning with the pilot project in September in 2011; Website changes are to be made in standardized templates.
3.3 Established a procedure to ensure that campus members involved in website and/or Web application development are familiar with the monitoring process.	Not Started		No	Yes	To be addressed in 2011/12. A monitoring program is not in place at this time.
3.4 Established a procedure to ensure that campus members that develop websites, Web applications know who to contact for compliance assistance.	Defined	2011	Yes	Yes	A draft Web Accessibility Policy, currently under committee review, establishes OWS and the Web Accessibility Coordinator as a point of contact for assistance.

Success Indicator	Status	Year Started	Worked on 10/11? Yes/No	Will work on 11/12? Yes/No	Comments
3.5 Assigned responsibility for the ongoing monitoring process of digital content to a body (person(s) or business entity)	Initiated	2011	Yes	Yes	A Draft Web Accessibility Policy, currently under committee review, assigns the monitoring process to the Web Accessibility Coordinator.
3.6 Conducted Section 508 evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF) before the documents are published to the Web.	Not Started		No	No	Campus does not have a workflow in place for digital content documents. Some departments have a procedure that reviews content prior to posting.
3.7 Conducted Section 508 evaluations on digital content: videos before the videos are published to the Web.	Not Started		No	No	See 3.6
3.8 Conducted Section 508 evaluations on digital content: audios, before the audios are published to the Web.	Not Started		No	No	See 3.6
3.9 Established a procedure to ensure that campus members involved in digital content development are familiar with the monitoring process.	Not Started		No	No	See 3.6
3.10 Established a procedure to ensure that campus members that develop digital content know who to contact for compliance assistance.	Not Started		No	No	See 3.6
3.11 Documentation of the Web accessibility monitoring process is archived and can be produced for inspection.	Not Started		No	Yes	This is identified as part of the Compliance Sheriff automated software.

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		Yes		See 2.0

4.0 Exemptions and Alternatives Process

Goal	Goal Status	Key Accomplishments 10/11	Key Plans 11/12

Goal	Goal Status	Key Accomplishments 10/11	Key Plans 11/12
Documented non-compliant Websites, Web applications and digital content must be delivered in an equally effective alternate format and granted an exemption.	Defined	We currently have effective alternate format statements in our Web policy and in use in our campus Web presence. There are exemptions identified, and there is an exemption procedure in place.	
Comments			

Success Indicator	Status	Year Started	Worked on 10/11? Yes/No	Will work on 11/12? Yes/No	Comments
4.1 Established a process for granting exemptions.	Initiated	07/08	Yes	Yes	A draft policy currently under review by campus committees to address this concern.
4.2 Documented process for handling exemptions is part of the campus Web Accessibility Plan.	Initiated		Yes	Yes	See 4.1
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		Yes	Yes	A draft policy is currently under review. Point of contact offices on campus involved with Web projects share information concerning alternate formats; however, there is no communication plan with defined communication channels in place at this time.
4.4 Accessible alternate format is in place for all website and Web applications exemptions.	Defined	2011	Yes	Yes	Approved alternate format statements are available for placement in websites and Web applications in receipt of an exemption.
4.5 Established a follow-up procedure to remediate non-compliant websites, and Web applications.	Initiated	2011	Yes	Yes	A draft policy is currently under review by campus committees to address this concern. The policy will contain a process for remediating non-compliant websites and Web applications.
4.6 Established a procedure to ensure that campus members responsible for website, and Web applications, know who to contact for compliance assistance.	Initiated	2011	Yes	Yes	A draft policy is currently under review by campus committees to address this concern. The Web Accessibility Coordinator will provide communication to site owners so that they understand requirements for Web accessibility.
4.7 Documentation of the website, and Web application, exemptions and alternative accommodations process is archived and can be produced for inspection.	Initiated	2011	Yes	Yes	OWS maintains electronic documentation on exemptions and alternative accommodations. Materials are available for inspection. This process most likely will undergo revision in 2011/12.
4.8 Accessible alternate format is in place for all digital content exemptions.	Initiated	2011	Yes	Yes	Approved alternate format statements are available for placement in websites and Web applications in receipt of an exemption.

Success Indicator	Status	Year Started	Worked on 10/11? Yes/No	Will work on 11/12? Yes/No	Comments
4.9 Established a procedure to ensure that campus members responsible for digital content are aware of the process for providing accessible alternate formats.	Not Started		No	Yes	The Web Accessibility Coordinator will provide communication to site owners so that they understand requirements for providing accessible alternate formats.
4.10 Established a follow-up procedure to remediate non-compliant digital content.	Not Started		No	Yes	See 4.5
4.11 Established a procedure to ensure that campus members responsible for digital content know who to contact for compliance assistance.	Initiated		Yes	Yes	See 4.5
4.12 Documentation of the digital content exemptions and alternative accommodations process is archived and can be produced for inspection.	Initiated		No	Yes	See 4.7

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		No	No	Exemption and alternate processes are campus-specific; therefore collaboration is not an option.

5.0   Training Process

Goal	Goal Status	Key Accomplishments 10/11	Key Plans 11/12
Professional development training has incorporated Section 508 accessibility guidelines into Website and Web applications development and digital content preparation.	Not Started	Staff training was eliminated in July 2010 and hasn't been re-initiated.	
Comments			

Success Indicator	Status	Year Started	Worked on 10/11? Yes/No	Will work on 11/12? Yes/No	Comments
5.1 Assigned responsibility for the training process of Web development and Web application development to a body (person(s) or business entity).	Not Started	2006/7	No	Yes	Due to economic conditions, drastic budget reductions and a recent IT reorganization on the Fresno State campus, traditional classroom-based staff training programs were eliminated July 2010. OWS is planning to explore potential training and educational tools in the WCMS project. Atomic Learning's accessibility course is available to all faculty and staff.
5.2 Assigned responsibility for the training process of digital content development to a body (person(s) or business entity).	Not Started	2006/7	No	Yes	See 5.1
5.3 Established a Web based repository for training materials that are available to members of the campus community	Not Started	2006/7	No	Yes	See 5.1
5.4 Established and deployed accessible Web training program for Web developers and designers.	Not Started	2006/7	No	Yes	See 5.1.
5.5 Established and deployed accessible Web training program for Web content contributors.	Not Started	2006/7	No	Yes	See 5.1.
5.6 Established and deployed accessible Web training program for digital content: (word processor produced, excel, PowerPoint, PDF) publishers.	Not Started	2006/7	No	Yes	See 5.1
5.7 Established and deployed accessible Web training program for digital content: video publishers.	Not Started	2008/9	No	Yes	See 5.1
5.8 Established and deployed accessible Web training program for digital content: audio publishers.	Not Started	2008/9	No	Yes	See 5.1
5.9 Training is offered on a regular schedule.	Not Started	2006/7	No	Yes	See 5.1
5.10 Established a procedure to ensure that campus members are aware of the training process and know who to contact for training assistance.	Not Started	2006/7	No	Yes	See 5.1
5.11 Documentation of the training sessions and attendance is archived and can be produced for inspection.	Not Started	2006/7	No	Yes	See 5.1

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		Yes	Yes	Share online and video on demand training on Web and content accessibility. However, we would request plan development assistance.

6.0   Communication Process

Goal	Goal Status	Key Accomplishments 10/11	Key Plans 11/12
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	An accessibility video was produced and shared with campus entities. Other communication efforts have been initiated to broaden awareness of Section 508 guidelines.	
Comments			

Success Indicator	Status	Year Started	Worked on 10/11? Yes/No	Will work on 11/12? Yes/No	Comments
6.1 Assigned responsibility for the communication process to a body (person(s) or business entity).	Initiated	2011	Yes	Yes	Responsibilities have been assigned to Web Communications in the office of University Communications.
6.2 Established an ongoing general campus communication that promotes Web accessibility awareness.	Not Started		No	Yes	This will be the responsibility of the newly created Web Communications in the office of University Communications.
6.3 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.
6.4 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new staff.	Not Started		No	Yes	Will work with Human Resources to include information about 508 in resources for new and current employees.

Success Indicator	Status	Year Started	Worked on 10/11? Yes/No	Will work on 11/12? Yes/No	Comments
6.5 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.
6.6 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		No	No	Communication plans are currently under development.

7.0   Administrative Process

Goal	Goal Status	Key Accomplishments 10/11		Key Plans 11/12
Campus governance entities are aware of and kept informed about Web accessibility.	Initiated	See section 6.0 key accomplishments.		
Comments				

Success Indicator	Status	Year Started	Worked on 10/11? Yes/No	Will work on 11/12? Yes/No	Comments
7.1 Developed and published a Web Accessibility Plan.	Initiated	2010	Yes	Yes	A new campus Web policy is being developed in conjunction with an overall Web redesign that includes stronger language related to Web accessibility. A new Web accessibility plan will be developed based on the new Web policy.
7.2 Established a procedure to update and revise the Web Accessibility Plan as necessary.	Initiated		No	Yes	See 7.1

Success Indicator	Status	Year Started	Worked on 10/11? Yes/No	Will work on 11/12? Yes/No	Comments
7.3 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
7.4 Established a procedure to document the results of the metrics as applied to the Web plan areas and to distribute those results to campus governance entities.	Initiated		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		No	No	No plan at this time for collaborative efforts.

Contributors

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

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