ATI Web Accessibility Report AY 09/10

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 09/10	Key Plans 10/11
Identify and repair or replace inaccessible websites, web applications, and digital content.	**Initiated**	With the establishment of a new Office of Web Services, July 2010, the current Web Accessibility evaluation process is under review. Campus developers, and 3rd party developers used campus Web Accessible templates to build new and accessible web sites.	Research, select and license an automated Web Accessibility checking software for testing and monitoring for compliance. Review and revise Web Accessibility evaluation process.
Comments		The comments associated with the 10/11 year do not include the instructional use of web materials. The comments associated with IM use of web resources will be found in the Instructional Materials report.	

Success Indicator	Status	Year Started	Worked on 09/10? (Yes/No)	Will work on 10/11? (Yes/No)	Comments
1.1 Assigned responsibility for the evaluation process to a body (person(s) or business entity).	**Initiated**		**Yes**	**Yes**	The newly created Office of Web Services (OWS) at Fresno State in July 2010 is reviewing and accessing policy, practices and procedure documents, including the Campus Web Policy, with regard to assignment of evaluation(s).
1.2 Inventoried all campus administrative websites.	**Defined**	2008	**Yes**	**Yes**	We have a practice in place to capture account information. Current practice and procedures are under review.
1.3 Inventoried all administrative websites developed by contract vendors.	**Initiated**		**Yes**	**Yes**	Procurement procedure in place to capture state-side requisitions for Web development. Working with Auxiliary to create a similar procedure.
1.4 Established a process to perform regularly scheduled accessibility audits using established criteria to identify websites that need remediation.	**Initiated**		**Yes**	**Yes**	Discovery and research for a testing software solution led to joining the CSU C/O HiSoftware Compliance Sheriff collaborative in June 2010. Purchase order issued to vendor for software hosting service October 2010. Software to be implemented Fall 2010.
1.5 . Conducted automated accessibility evaluations on websites and web applications.	**Not Started**		**Yes**	**Yes**	See 1.4

Success Indicator	Status	Year Started	Worked on 09/10? (Yes/No)	Will work on 10/11? (Yes/No)	Comments
1.6 Conducted manual accessibility evaluations on websites and web applications.	**Initiated**		**Yes**	**Yes**	Initiated in some areas of campus and supported with documentation and listserv. OWS plans to review current practices to develop manual evaluation.
1.7 Established a procedure to distribute evaluation results to campus members and vendors responsible for website and maintenance.	**Not Started**		**No**	**Yes**	See 1.4
1.8 Established a follow-up procedure that tracks remediation or replacement of documented compliance issues.	**Initiated**		**Yes**	**Yes**	Process support by Compliance Sheriff. See 1.4
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.	**Established**		**Yes**	**Yes**	Training conducted in 09/10. Our approach to evaluation will change with implementation of Compliance Sheriff.
1.10 Established a procedure to ensure that campus members involved in maintaining websites, web application know who to contact for compliance assistance.	**Not Started**		**No**	**Yes**	OWS working to create communication channels. Campus ATI website content under review and update to provide contact information for assistance. A new web site for OWS including information on web accessibility is under development.
1.11 Conducted manual accessibility evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF).	**Initiated**		**Yes**	**Yes**	Training for faculty staff available, but not well attended.
1.12 Conducted manual evaluations on digital content: videos.	**Not Started**		**No**	**Yes**	See 1.1
1.13 Conducted manual evaluations on digital content: audios.	**Initiated**		**Yes**	**Yes**	As administrative sites are modified by OWS staff we are evaluating video and audio content. There is no procedure in place at this time. See also 1.1
1.14 Established a procedure to distribute evaluation results to campus members and vendors responsible for digital content maintenance.	**Not Started**		**No**	**Yes**	See 1.1
1.15 Established a procedure to ensure that campus members involved in maintaining digital content are familiar with the web accessibility evaluation process.	**Not Started**		**No**	**Yes**	There was a procedure in effect for 09/10, but this is under review in 10/11. See also 1.1

Success Indicator	Status	Year Started	Worked on 09/10? (Yes/No)	Will work on 10/11? (Yes/No)	Comments
1.16 Established a procedure to ensure that campus members involved in maintaining digital content know who to contact for compliance assistance.	**Not Started**		**No**	**Yes**	OWS working to create communication channels. ATI website content under review and update to provide contact information for assistance. Level of compliance assistance will vary.
1.17 Documentation of the web accessibility evaluation process is archived and can be produced for inspection.	**Not Started**		**No**	**Yes**	Compliance Sheriff implementation will be configured to archive test results. In the meantime, a process is in place to archive work orders from central Help Desk. Test results and findings along with remediation documentation and email is archived.

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		**Yes**	**Yes**	Compliance Sheriff baseline rules set and recommended best practices for manual testing
Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff		**Yes**	**Yes**	Evaluation and testing procedures for digital multimedia associated with websites, i.e. video, audio, documents and community projects (Google Apps testing and sharing VPATS)

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

Goal	Goal Status	Key Accomplishments 09/10	Key Plans 10/11
New website/web application and digital content development complies with all Section 508 accessibility guidelines.	**Defined**	Web templates, and process to develop complaint web sites is in place for campus and 3rd party Web developers.	Existing Web templates and processes under review for incorporation into Web Content Management system to be acquired in 2011 and to reflect the changes associated with a campus web redesign activity.
Comments			

Success Indicator	Status	Year Started	Worked on 09/10? Yes/No	Will work on 10/11? Yes/No	Comments
2.1 Established a process to ensure that new websites and web applications are developed with "designed in" accessibility included.	**Optimized**	**06**	**Yes**	**Yes**	Campus is launching a new redesign project for the web with redesigned an enhanced templates beginning with first deliverable of web accessible homepage website. Three year plan includes remediation for all campus sites.

Success Indicator	Status	Year Started	Worked on 09/10? Yes/No	Will work on 10/11? Yes/No	Comments
2.2 Established a procedure to ensure that accessible coding techniques are used to develop new websites and web applications.	**Established**		**Yes**	**Yes**	See 2.1
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**	OWS is making presentations to campus committees and senior management. Procedure in place with Campus Help Desk to route all requests for assistance with Web to OWS. Additional communication channels will be explored.
2.4 Established a procedure to ensure that campus members involved in website design and development know who to contact for compliance assistance.	**Initiated**		**No**	**Yes**	See 2.3
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. See also 1.1
2.6 Developed digital content: videos in accordance with Section 508 accessibility guidelines.	**Initiated**		**Yes**	**Yes**	See 1.1
2.7 Developed digital content: audios in accordance with Section 508 accessibility guidelines.	**Initiated**		**Yes**	**Yes**	See 1.1
2.8 Established a procedure to ensure that campus members involved in digital content development know who to contact for compliance assistance.	**Defined**		**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
Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff		**Yes**	**Yes**	Communication Plan for Accessibility. Accessing and sharing information with other campuses on approaches for 2.3, 2.4.

3.0   Ongoing Monitoring Process

Goal	Goal Status	Key Accomplishments 09/10	Key Plans 10/11
Updating and maintenance of websites/web	**Initiated**		New web sites receive manual evaluation upon completion of

Goal	Goal Status	Key Accomplishments 09/10		Key Plans 10/11
applications and digital content comply with Section 508 Accessibility Standards				development and prior to launch to the public. Updated/revised web sites also undergo manual evaluation prior to relaunch.
Comments				

Success Indicator	Status	Year Started	Worked on 09/10? Yes/No	Will work on 10/11? 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).	**Initiated**	**08/09**	**Yes**	**Yes**	See 1.1
3.2 Established a procedure to verify that any changes made to existing website and web applications comply with 508 accessibility guidelines.	**Not Started**		**No**	**Yes**	Working to identify a practice and procedure to verify compliance. Compliance Sheriff and CMS will provide reporting in this area.
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. There is no monitoring 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.	**Not Started**		**No**	**Yes**	See 2.4
3.5 Assigned responsibility for the ongoing monitoring process of digital content to a body (person(s) or business entity)	**Not Started**		**No**	**Yes**	See 2.4
3.6 Conducted Section 508 evaluations on digital content: documents (word processor produced, excel, PowerPoint, PDF) before the documents are published to the web.	**Initiated**		**Yes**	**Yes**	We do not have a workflow for documents and attachments with our current web support environment. Some departments have a procedure to review digital content prior to posting. This may change as CMS environment is implemented.
3.7 Conducted Section 508 evaluations on digital content: videos before the videos are published to the web.	**Initiated**		**Yes**	**Yes**	See 3.6
3.8 Conducted Section 508 evaluations on digital content: audios, before the audios are published to the web.	**Not Started**		**No**	**Yes**	See 3.6

Success Indicator	Status	Year Started	Worked on 09/10? Yes/No	Will work on 10/11? Yes/No	Comments
3.9 Established a procedure to ensure that campus members involved in digital content development are familiar with the monitoring process.	**Not Started**		**No**	**Yes**	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**	**Yes**	To be addressed. There is no monitoring in place at this time.
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 implementation.

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**	**Yes**	Interested in sharing information about practices, procedures and documentation for monitoring with other campuses.

4.0 Exemptions and Alternatives Process

Goal	Goal Status	Key Accomplishments 09/10	Key Plans 10/11
Documented non-compliant websites, web applications and digital content must be delivered in an equally effective alternate format and granted an exemption.	**Initiated**	The Office of Web Services was established in July 2010 and is identified as the responsible party for identifying exemptions and alternatives process for web site content.	A procedure for exemptions and alternatives will be developed alongside the implementation of Compliance Sheriff software.
Comments			

Success Indicator	Status	Year Started	Worked on 09/10? Yes/No	Will work on 10/11? Yes/No	Comments
4.1 Established a process for granting exemptions.	**Defined**	**07/08**	**No**	**Yes**	The newly created Office of Web Services (OWS) at Fresno State in July 2010 is reviewing and accessing policy and procedure documents, including the Campus Web Policy ,with regard to exemptions, and a process for handling and tracking exemptions for follow-up.

Success Indicator	Status	Year Started	Worked on 09/10? Yes/No	Will work on 10/11? Yes/No	Comments
4.2 Documented process for handling exemptions is part of the campus Web Accessibility Plan.	**Defined**		**No**	**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.	**Defined**		**No**	**Yes**	Campus Web policy is under review, but no emphasis has been made to communicate any procedures at this time. This will be revisited during Compliance sheriff implementation.
4.4 Accessible alternate format is in place for all website and web applications exemptions.	**Not Started**		**No**	**Yes**	See 4.1
4.5 Established a follow-up procedure to remediate non-compliant websites, and web applications.	**Not Started**		**No**	**Yes**	See 4.1
4.6 Established a procedure to ensure that campus members responsible for website, and web applications, know who to contact for compliance assistance.	**Not Started**		**No**	**Yes**	See 4.1
4.7 Documentation of the website, and web application, exemptions and alternative accommodations process is archived and can be produced for inspection.	**Not Started**		**No**	**Yes**	See 4.1
4.8 Accessible alternate format is in place for all digital content exemptions.	**Not Started**		**No**	**Yes**	See 4.1
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**	See 4.3
4.10 Established a follow-up procedure to remediate non-compliant digital content.	**Not Started**		**No**	**Yes**	See 4.1
4.11 Established a procedure to ensure that campus members responsible for digital content know who to contact for compliance assistance.	**Not Started**		**No**	**Yes**	See 4.3
4.12 Documentation of the digital content exemptions and alternative accommodations process is archived and can be produced for inspection.	**Not Started**		**No**	**Yes**	See 4.1

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		**Yes**	**Yes**	Collaborate with other campuses to create best practices for a providing accessible alternate formats.

5.0   Training Process

Goal	Goal Status	Key Accomplishments 09/10	Key Plans 10/11
Professional development training has incorporated Section 508 accessibility guidelines into website and web applications development and digital content preparation.	**Managed**	Staff technology training was eliminated July 2010.	There are no plans to reestablish staff technology training in 2010/11. However, training opportunities will be pursed through in-house video development and online Webinars in this area.
Comments			

Success Indicator	Status	Year Started	Worked on 09/10? Yes/No	Will work on 10/11? 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).	**Established**	**06/07**	**Yes**	**No**	Due to economic conditions, drastic budget reductions and a recent IT reorganization on the Fresno State campus, tradition classroom based staff training programs have been eliminated as of July 2010. OWS is planning to explore potential training/educational tools in CMS project. Faculty efforts are supported through the Technical Innovations for Faculty and Testing. 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**	**06/07**	**Yes**	**No**	
5.3 Established a web based repository for training materials that are available to members of the campus community	**Managed**	**06/07**	**Yes**	**No**	See 5.1
5.4 Established and deployed accessible web training program for web developers and designers.	**Managed**	**06/07**	**Yes**	**No**	See 5.1
5.5 Established and deployed accessible web training program for web content contributors.	**Managed**	**06/07**	**Yes**	**No**	See 5.1

Success Indicator	Status	Year Started	Worked on 09/10? Yes/No	Will work on 10/11? Yes/No	Comments
5.6 Established and deployed accessible web training program for digital content: (word processor produced, excel, PowerPoint, PDF) publishers.	**Established**	**06/07**	**Yes**	**No**	See 5.1
5.7 Established and deployed accessible web training program for digital content: video publishers.	**Defined**	**08/09**	**Yes**	**No**	See 5.1
5.8 Established and deployed accessible web training program for digital content: audio publishers.	**Managed**	**08/09**	**Yes**	**No**	See 5.1
5.9 Training is offered on a regular schedule.	**Managed**	**06/07**	**Yes**	**No**	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.	**Managed**	**06/07**	**Yes**	**No**	See 5.1
5.11 Documentation of the training sessions and attendance is archived and can be produced for inspection.	**Managed**	**06/07**	**Yes**	**No**	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**	Collaborate on use of CMS solutions as a means for end user training of accessibility requirements and ATI custom system-wide checkpoints in Compliance Sheriff.
Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff		**Yes**	**Yes**	Collaborate with CSU's and CO ATI on producing "how to, and fix-it" training materials on Web accessibility. Suggest creating a section of Moodle to archive training, videos and materials.
Briefly describe the areas in which your campus would like to collaborate with other campuses and the ATI staff		**Yes**	**Yes**	If Lynda.com is a good resource for Web Accessibility training, consider a system-wide license for faculty/staff access.

6.0   Communication Process

Goal	Goal Status	Key Accomplishments 09/10	Key Plans 10/11
In general the campus community is aware of	**Initiated**	A complete reorganization of IT at Fresno State was in effect as of July 2010 that includes an accessible web component.	Efforts are underway to get out the message concerning Web Accessibility and resources available through the Office of Web

Goal	Goal Status	Key Accomplishments 09/10	Key Plans 10/11
Section 508 guidelines to make web based information available to everyone (students, staff, faculty & the general public) regardless of disability.			Services.
Comments			

Success Indicator	Status	Year Started	Worked on 09/10? Yes/No	Will work on 10/11? Yes/No	Comments
6.1 Assigned responsibility for the communication process to a body (person(s) or business entity).	**Optimized**		**Yes**	**Yes**	Campus ATI committee, and OWS working on web sites and communication channels to inform campus.
6.2 Established an ongoing general campus communication that promotes web accessibility awareness.	**Initiated**		**No**	**Yes**	OWS working to create communication channels to promote awareness.
6.3 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new faculty.	**Established**		**No**	**No**	Topic is covered in 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
6.5 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for students.	**Not Started**		**No**	**Yes**	Will work with offices providing services for students, and the Division of Student Affairs to inform new and continuing students of accessibility efforts for administrative web sites
6.6 Documentation of the communication process is archived and can be produced for inspection.	**Not Started**		**No**	**Yes**	The newly created web site for OWS will serve as a repository for Web Accessibility documentation. The campus ATI web site will direct visitors in search of documentation to the OWs site.

Area(s) of Requested Collaboration for the Communication Process	Indicator Number	Assistance Requested? Yes/No	Assistance Offered? Yes/No	Comments

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		**Yes**	**Yes**	Develop a communication plan that can be customized for each campus

7.0   Administrative Process

Goal	Goal Status	Key Accomplishments 09/10	Key Plans 10/11
Campus governance entities are aware of and kept informed about web accessibility.	**Initiated**	The Office of Web Services was defined during the 09/10 year to manage and support the University web presence and included a focus on web accessibility	The Office of Web Services is identified as the responsible party for campus governance of web site content.
Comments			

Success Indicator	Status	Year Started	Worked on 09/10? Yes/No	Will work on 10/11? Yes/No	Comments
7.1 Developed and published a Web Accessibility Plan.	**Initiated**		**No**	**Yes**	The newly created Office of Web Services (OWS) at Fresno State in July 2010 is reviewing and accessing policy and procedure documents, including the Campus Web Policy, with regard to assignment of evaluation.
7.2 Established a procedure to update and revise the Web Accessibility Plan as necessary.	**Initiated**		**No**	**Yes**	See 7.1
7.3 Established metrics for each of the Web Accessibility Plan areas (evaluation, monitoring, new development, exemptions & alternatives, training, and communication).	**Not Started**		**No**	**Yes**	We will explore ways that CMS and Compliance Sheriff can provide metrics in these areas through statistics and reports.
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**		**No**	**Yes**	See 7.3

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				

Contributors

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

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