Web CAR AY14/15

1. Campus

Campus Name - Required

Fresno

2. 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

Established

Key Accomplishments AY 14/15 (Please list 3 to 5)

Accomplishment 1 : Continued annual testing/reporting for all sites within CMS.
Accomplishment 2 : Continued campus training on CMS which includes web accessibility information.

Key Plans AY 15/16 (Please list 3 to 5)

Plan 1 : Tracking system: With new staff added and trained, we are re-evaluating our tracking plans.
Plan 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

Note: Due to the illness and death of Jason Newsome, our primary accessibility staff member, and the hiring of a new staff member (not Jason's position, that is still open), we have taken this year to train up three people (2 existing staff, 1 new) on Compliance Sheriff and review our testing and tracking procedures. We have posted the position description to fill Jason's position and that position will continue to be the primary staff person responsible for annual accessibility testing. We hope to fill this position by early January 2016.

1.0 Success Indicators

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
1.1 Assigned responsibility for the evaluation process to a body (person(s) or business entity).	Established	2010	X	X	Jason Newsome (now deceased) and student assistant (graduated) and no longer in this role. A search for Jason's replacement is underway. Annual accessibility testing of CMS sites this year was the responsibility of different staff. Next year this responsibility will be assigned to Jason's replacement.
1.2 Inventoried all campus administrative websites.	Managed	2008			All campus administrative websites have been inventoried. New sites are added to scan list automatically.
1.3 Inventoried all administrative websites developed by contract vendors.	Managed	2010	X	X	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.
1.4 Established a process to perform					

process to perform regularly scheduled accessibility audits using established criteria to identify websites that need remediation.	Managed	2010	X	X	Continue practice of one annual test. WebComm corrects key issues at the time of testing. Broken links are distributed to site owners for correction (added this year)
1.5 Conducted automated accessibility evaluations on websites and web applications.	Not Started				Interpretation of this check point changed last year. WebComm is not testing web applications that are hosted outside of the CMS. Had planned that Web Applications would be identified, and those site owners/departments trained to do their own accessibility testing with Compliance Sheriff. This was not completed this year due to staff issues noted above. Compliance Sheriff access was given to Library staff to do their own testing on their websites and applications. We do conduct automated testing (via Compliance Sheriff) for Informational websites within the CMS.
1.6 Conducted manual accessibility evaluations on websites and web applications.	Initiated	2015	X	X	Started manual evaluation of check points not covered by Compliance Sheriff. Remediation done by WebComm.
*1.7 **REVISED** Established a procedure to distribute evaluation results to campus members responsible for website and maintenance.	Initiated	2013	X	X	At this time as WebComm is doing the remediation on sites, due to the central control of the CMS templates. We did start sending broken link reports to site owners for corrections.
1.8 Established a follow-up procedure that tracks remediation or replacement of documented compliance issues.	Not Started			X	See 1.7.
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	2013	X	X	Training planned for other campus members/departments to learn about testing and reporting. Anticipate summer 2016 after staff replacement is made.
1.10 Established a procedure to ensure that campus members involved in maintaining websites, web application know who to contact for compliance assistance.	Initiated	2013	X	X	Training planned for other campus members/departments to learn about testing and reporting. Date not set, anticipated in summer 2016. Additionally, compliance assistance information is given as a part of our standard web accessibility training.
1.11 Conducted manual accessibility evaluations on digital content: documents	Not Started				Evaluations have not been started. No

content: documents (word processor produced, excel, PowerPoint, PDF).	Not Started				resources for this level of testing.
1.12 Conducted manual evaluations on digital content – videos.	Not Started				Evaluations have not been started. No resources for this level of testing.
1.13 Conducted manual evaluations on digital content – audios.	Not Started				Evaluations have not been started. No resources for this level of testing.
1.14 Established a procedure to distribute evaluation results to campus members and vendors responsible for digital content maintenance.	Not Started				Evaluations have not been started. No resources for this level of testing.
1.15 Established a procedure to ensure that campus members involved in maintaining digital content are familiar with the web accessibility evaluation process.	Managed	2012	X	X	This information is delivered within the CMS Training. Will continue this activity.
1.16 Established a procedure to ensure that campus members involved in maintaining digital content know who to contact for compliance assistance.	Managed	2013	X	X	This information is delivered within the CMS Training. Will continue this activity.
1.17 Documentation of the web accessibility evaluation process is archived and can be produced for inspection.	Initiated	2013	X	X	The process that WebComm has put in place for annual testing and remediation has been updated this year due to new staff being tasked with this responsibility.
*1.18 **NEW** Established a procedure to distribute evaluation results to vendors responsible for website maintenance.	Not Started				No plans at this time to identify vendors.

Collaborating on Goal 1 - Web Accessibility Evaluation Process

	1.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
1				Fresno State already is collaborating through systemwide CSU ATI phone/Webinar conferences whenever they are scheduled.
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3. 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

Established

Key Accomplishments AY 14/15 (Please list 3 to 5)

Accomplishment 1 : Process has been established for testing upon launch any new sites that are created within the CMS.

Key Plans AY 15/16 (Please list 3 to 5)

Plan 1 : Continue process

Comments

2.0 Success Indicators

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
2.1 Established a process to ensure that new websites and web applications are developed with "designed in" accessibility included.	Managed	2012	X	X	Web policy includes accessibility compliance. Web development procedures include testing for accessibility upon launch of new sites. CMS templates include "designed in" accessibility. No such routine exists for web applications or sites developed outside the CMS. Also does not cover campus mobile application See 1.5
2.2 Established a procedure to ensure that accessible coding techniques are used to develop new websites and web applications.	Established	2012	X	X	Web policy includes accessibility compliance. Web development procedures include testing for accessibility upon launch of new sites. CMS templates include "designed in" accessibility. No such routine exists for web applications or sites developed outside the CMS. See 1.5

2.3 Established a procedure to ensure that campus members involved in the design and development processes are aware of Section 508 guidelines.	Managed	2012	X	X	Covered in our CMS training
2.4 Established a procedure to ensure that campus members involved in website design and development know who to contact for compliance assistance.	Managed	2012	X	X	Covered in our CMS training
2.5 Developed digital content: documents (word processor produced, excel, PowerPoint, PDF) in accordance with Section 508 accessibility guidelines.	Not Started				This subcommittee is not working on training or testing of these document types. No resources for this responsibility.
2.6 Developed digital content: videos in accordance with Section 508 accessibility guidelines.	Not Started				This subcommittee is not working on training or testing of these document types. No resources for this responsibility.
2.7 Developed digital content: audios in accordance with Section 508 accessibility guidelines.	Not Started				This subcommittee is not working on training or testing of these document types. No resources for this responsibility.
2.8 Established a procedure to ensure that campus members involved in digital content development know who to contact for compliance assistance.	Managed	2012	X	X	Covered in our CMS training
*2.9 **NEW** Assigned responsibility for the New Web Development process to a body (person(s) or business entity).	Not Started				This will be assigned to the new staff member we plan to hire

Collaborating on Goal 2 - New Website/Web Application and Digital Content Design and Development Process

	2.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
1				We intend to send new staff member, once hired, to all available training in order to assume primary web accessibility role.
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4. 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

Managed

Key Accomplishments AY 14/15 (Please list 3 to 5)

Accomplishment 1 : Updated Web Policy has been in place for almost three years now.
Accomplishment 2 : Testing is in place for annual testing of informational websites within the CMS.
Accomplishment 3 : Tested again this year using ATI recommended checkpoints. Remediation is ongoing.

Key Plans AY 15/16 (Please list 3 to 5)

Plan 1 : Plan to extend access and train other departments who host/support non-cms site and web applications.

Comments

3.0 Success Indicators

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	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).	Managed	2013	X	X	Our primary web accessibility person, Jason Newsome, passed away earlier this year. We anticipate hiring a replacement by early 2016 to take on this role. We continue to use student assistant hours to assist in remediation tasks.
3.2 Established a procedure to verify that any changes made to existing website and web applications comply with 508 accessibility guidelines.	Managed	2013	X	X	Managed process, but modified frequency to once per year. We do not have the manpower to test and remediate twice a year.
3.3 Established a procedure to ensure that campus members involved in website and/or web application development are familiar with the monitoring process.	Initiated	2013	X	X	Extended Compliance Sheriff access to Library for their websites and applications. Still plan to offer training and access to other campus entities this year.
3.4 Established a procedure to ensure that campus members that develop websites, web applications know who to contact for compliance assistance.	Established	2013	X	X	Covered in CMS training, and will be covered in Compliance Sheriff training for departments who host/manage non-cms sites
3.5 Assigned responsibility for the ongoing monitoring process of digital content to a body (person(s) or business entity).	Not Started				WebComm does not do accessibility testing on digital content such as audio, video, or linked documents such as Word, PDF, PPT, etc. We do not have the resources for this task.
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				This subcommittee is not working on training or testing of these document types. No resources for this responsibility.
3.7 Conducted Section 508 evaluations on digital content:					This subcommittee is not working on training or testing of these document

evaluations on digital content: videos before the videos are published to the web.	Not Started				training or testing of these document types. No resources for this responsibility.
3.8 Conducted Section 508 evaluations on digital content: audios, before the audios are published to the web.	Not Started				This subcommittee is not working on training or testing of these document types. No resources for this responsibility.
3.9 Established a procedure to ensure that campus members involved in digital content development are familiar with the monitoring process.	Managed	2012	X	X	Covered in our CMS training
3.10 Established a procedure to ensure that campus members that develop digital content know who to contact for compliance assistance.	Established	2012	X	X	Covered in our CMS training
3.11 Documentation of the web accessibility monitoring process is archived and can be produced for inspection.	Initiated	2014	X	X	Started documenting the new testing process for both compliance Sheriff and manual checkpoints. This was to update other staff knowledge as we lost our main tester. This will be used as part of the Compliance Sheriff training for departments hosting/maintaining non-cms websites or web applications

Collaborating on Goal 3 - Ongoing Monitoring Process

	3.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
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5. 4.0 Exemptions and Alternatives Process

Goal 4.0: Documented non-compliant websites, web applications and digital content must be delivered in an equally effective alternate format and granted an exemption.

4.0 Goal Status - Required

Defined

Key Accomplishments AY 14/15 (Please list 3 to 5)

Accomplishment 1 : Web Policy includes this information and it has been adopted by campus.

Key Plans AY 15/16 (Please list 3 to 5)

Plan 1 : This information will be added to Compliance Sheriff training workshop we plan to offer departments to departments hosting and maintaining non-cms websites.

Comments

4.0 Success Indicators

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
4.1 Established a process for granting exemptions.	Initiated	07-08		X	Early web policy covered information that exemptions could be granted. Will include in content in Training listed in "Key Plan" above.
4.2 Documented process for handling exemptions is part of the campus Web Accessibility Plan.	Initiated	07-08			No plans to document this year. Not a high need at this time.
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.	Established	07-08			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.
4.4 Accessible alternate format is in place for all website and web applications exemptions.	Established	2011			No sites using alternate format at this time
4.5 Established a follow-up procedure to remediate non-compliant websites, and web applications.	Defined	2010			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.
4.6 Established a procedure to ensure that campus members responsible for website, and web applications, know who to contact for compliance assistance.	Defined	2012	X	X	Covered in CMS training
4.7 Documentation of the website, and web application, exemptions and alternative accommodations process is archived and can be produced for inspection.	Initiated	7-08			None requested to date, even though it has been a part of our web policy for several years.
4.8 Accessible alternate format is in place for all digital content exemptions.	Initiated	07-08			No sites using alternate format at this time. Has been a part of our web policy for several years.
4.9 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		X	Added this information to CMS training under accessibility. WebComm does not test for this. See earlier point on Digital Content. Web policy has included this for several years.
4.10 Established a follow-up procedure to remediate non-compliant digital content.	Not Started				See 2.5 – 2.7 above. WebComm does not test for compliant digital content (linked content files)

			(linked content files)
4.11 Established a procedure to ensure that campus members responsible for digital content know who to contact for compliance assistance.	Initiated	2012	X	X	Briefly covered in CMS training, but we do not have the manpower to assist in creation, only consult on what are best practices.
4.12 Documentation of the digital content exemptions and alternative accommodations process is archived and can be produced for inspection.	Not Started				Currently do not have any digital content exemptions on file. Content within websites/pages are tested and remediated. But we do not test or remediate digital content that is in the form of attached files, videos or audio.
*4.13 **NEW** Assigned responsibility for the exemptions process to a body (person(s) or business entity).	Not Started				This task will be assigned to new staff.

Collaborating on Goal 4 - Exemptions and Alternatives Process

	4.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
1				Would like to review the exemptions and alternative process documentation of other campuses. I had this in last year's report.
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6. 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

Not Started

Key Accomplishments AY 14/15 (Please list 3 to 5)

Accomplishment 1 : none

Key Plans AY 15/16 (Please list 3 to 5)

Plan 1 : This information is covered in CMS training, but Professional development training does not include CMS training at this time. T
Plan 2 : he Web accessibility sub committee does not currently have this responsibility

Comments

5.0 Success Indicators

		Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY	Comments

			14/15	15/16	
			Yes	Yes	
5.1 Assigned responsibility for the training process of web development and web application development to a body (person(s) or business entity).	Defined	2011	X	X	Limited, but consistently offered training is available from WebComm on use of the CMS, which includes accessibility.
5.2 Assigned responsibility for the training process of digital content development to a body (person(s) or business entity).	Initiated	2011	X		Basic accessibility of in-page content is covered in CMS training given by Jason Newsome, and Adriana MacDonnald of WebComm. Training for accessibility of other digital content formats is not the responsibility of the Web Sub-Committee
5.3 Established a web based repository for training materials that are available to members of the campus community.	Initiated	2012			We do not have resources to create or update training materials other than basic CMS use.
5.4 Established and deployed accessible web training program for web developers and designers.	Initiated	2012	X		Our previous part time trainer created video tutorials on CMS use that also include web accessibility tips. Videos are captioned. No resources to update this information at this time.
5.5 Established and deployed accessible web training program for web content contributors.	Initiated				Our previous part time trainer created video tutorials on CMS use that also include web accessibility tips. Videos are captioned. No resources to update this information at this time.
5.6 Established and deployed accessible web training program for digital content: (word processor produced, excel, PowerPoint, PDF) publishers.	Not Started				No training resources for these document formats from WebComm
5.7 Established and deployed accessible web training program for digital content: video publishers.	Not Started				No training resources for these document formats from WebComm
5.8 Established and deployed accessible web training program for digital content: audio publishers.	Not Started				No training resources for these document formats from WebComm
5.9 Training is offered on a regular schedule.	Managed	2012	X	X	Ongoing CMS training, plus weekly drop in Lab is available, and very successful
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	2012	X	X	Ongoing CMS training, plus weekly drop in Lab is available, and very successful
5.11 Documentation of the training sessions and attendance is archived and can be produced for inspection.	Managed	2012	X	X	Ongoing CMS training, plus weekly drop in Lab is available, and very successful. Attendance is documented.

Collaborating on Goal 5 - Training Process

	5.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
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7. 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 AY 14/15 (Please list 3 to 5)

Accomplishment 1 : A communication sub committee was established last year. But Bruce Whitworth had a recent work reassignment. It will be reassigned and reestablished in 2015-2016

Key Plans AY 15/16 (Please list 3 to 5)

Plan 1 : Universal Design Day event was a collaborative event with other campus groups. Held in October 2015.

Comments

6.0 Success Indicators

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
6.1 Assigned responsibility for the communication process to a body (person(s) or business entity).	Initiated	2012	X	X	See Communication Subcommittee report
6.2 Established an ongoing general campus communication that promotes web accessibility awareness.	Initiated	2012	X	X	See Communication Subcommittee report
6.3 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for new faculty.	Initiated	2011	X	X	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.	Initiated	2011			See 6.3, not initiated for staff
6.5 Established a procedure that incorporates electronic content Section 508 guidelines into the orientation process for students.	Not Started				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				Documentation of the communication process will be archived and will be available for inspection once the procedure is in place.

Collaborating on Goal 6 - Communication Process

	6.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
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8. 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 AY 14/15 (Please list 3 to 5)

Accomplishment 1 : 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

Key Plans AY 15/16 (Please list 3 to 5)

Plan 1 : Restablish a strong Communication Sub-Committee with new Leadership

Comments

7.0 Success Indicators

	Status - Required	Year Started	Worked on in AY 14/15	Will work on in AY 15/16	Comments
			Yes	Yes	
7.1 Developed and published a Web Accessibility Plan.	Initiated	2010		X	No work was done this year. Will be part of campus Compliance Sheriff training in 2016
7.2 Established a procedure to update and revise the Web Accessibility Plan as necessary.	Initiated			X	See 7.1
7.3 Established metrics for each of the Web Accessibility Plan areas (evaluation, monitoring, new development, exemptions & alternatives, training, and communication).	Initiated			X	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			X	See 7.1

Collaborating on Goal 7 - Administrative Process

	7.0 Success Indicator Number	Assistance Requested	Assistance Offered	Comments
		Yes	Yes	
1		X		Would like to see other campus' Web Accessibility plans, especially the metrics they have established and how they've established and are tracking them.
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9. Contributors

Final Comments

Contributors

	First Name	Last Name	Title	Email Address	Phone Number
1	Dawn	Truelsen	Assoc. Director, Web Communications	dtruelsen@csufresno.edu	559-278-6857
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Required - Updated Campus Plan Declaration

Yes

Request for Submission Notification

Please send an email verifying submission of this report to:

Name:

Janice Brown

Email:

janicebrown@csufresno.edu

Request for PDF Copy of Responses

Please send a PDF copy of this report to:

Name:

Janice Brown

Email:

janicebrown@csufresno.edu

Required - This report has been approved by Campus Sponsor:

Dr. Dennis Nef