

UADA Policy 915.2 Division Digital Media Security: Electronic and Information Technology Accessibility Policy and Procedures

Policy

The goal of the University of Arkansas System Division of Agriculture (UADA) Electronic and Information Technology Accessibility Policy is to provide equal opportunity to UADA's educational and administrative services, programs, and activities in accordance with federal and state law.

Ensuring equal and effective electronic and information technology access is the responsibility of all UADA administrators, faculty, and staff.

This is in accordance with federal and state laws, including the Americans with Disabilities Act of 1990 (ADA), the Amendments Act of 2008, Section 504 of the Rehabilitation Act of 1973, Section 508 of the 1973 Rehabilitation Act as amended, and Title 18, Chapter 5, Part 603, and the UA Systemwide 280.1 Information Technology Accessibility – Website Standards and Accessibility Policy.

This policy applies to all official UADA electronic and information technology (EIT).

This policy does not apply to sites hosted by UADA IT but not owned by UADA.

Purpose

The purpose of these procedures is to provide processes by which UADA administrators, faculty, and staff will create, obtain, and maintain all electronic and information technology (EIT) in a manner that ensures that EIT is accessible to individuals with disabilities. These procedures apply to the following areas:

1. Website Accessibility
2. Web Application Accessibility
3. Instructional Materials Accessibility
4. Document Accessibility
5. Electronic Media Accessibility
6. Software, Hardware, and Systems Accessibility
7. Procurement of software.

Definitions

Accessible – means that individuals with disabilities can independently acquire the same information, engage in the same interactions, and enjoy the same services within the same timeframe as individuals without disabilities, with substantially equivalent ease of use.

Disability – means a physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and interactions.

Electronic and information technology (EIT) – includes information technology and any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information. The term electronic and information technology includes, but is not limited to, the Internet and intranet websites, content delivered in digital form, electronic books and electronic book reading systems, search engines and databases, learning management systems, classroom technology, and multimedia, personal response systems ("clickers"), and office equipment such as classroom lectern, copiers, and fax machines. It also includes any equipment or interconnected system

or subsystem of equipment that is used in the automatic acquisition, creation, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. This term includes telecommunication products (such as telephones), information kiosks, computers, ancillary equipment, software, firmware, and similar procedures, services (including support services), and related resources.

Equally effective – means that the alternative format or medium communicates the same information in as timely a fashion as does the original format or medium.

Legacy pages – are UADA website pages published before January 1, 2020.

Information resources – includes web pages, videos, images, and other digital materials. Information resources differ from EIT in that it does not include technology components such as software applications and hardware devices.

Procedures

1. Website Accessibility

1.1 Scope

These procedures apply to all UADA web pages, including those hosted internally or externally used to conduct UADA business and activities, including web resources used in courses.

1.2 Standards

All web pages, websites, and web-based software published, hosted, or used (including remotely hosted sites and software) by UADA must meet the standards and guidelines outlined in the [Web Content Accessibility Guidelines \(WCAG\) 2.1](#) published by the W3C as follows:

- All pages will meet Level AA guidelines.
- All UADA websites, unless technically impossible, must link to the [UADA main Accessibility page](#), which includes a statement of commitment to Web accessibility.

1.3 Responsibility

All UADA employees must:

- Comply with the web accessibility standards when creating web content.
- Ensure that online activities are hosted in accessible environments and that online content follows standards outlined by this policy.

Information Technology (IT), in coordination with Communications, must:

- Provide instruction and support for UADA employees creating website content so that individuals who author web content will do so in accordance with WCAG 2.1 Guidelines AA Standards.
- Ensure that any Content Management System and other web production or web object creation software proposed and supported by IT will be accessible and will produce accessible web pages.
- Compile and maintain data to track compliance with the policy and procedures and make recommendations for addressing problems.
- Upon a specific request for access by an individual with a disability, update legacy pages to follow the WCAG 2.1 Level AA standard (or current level recommended) or otherwise make the content available to the individual in a timely manner and in an equally effective accessible format.
- Ensure all webpages published or hosted by UADA are accessible according to WCAG 2.1 Level AA standard (or current level recommended).
- Ensure all UADA websites, including legacy pages, unless technically impossible, contain a clear statement (or a link to a statement) describing the UADA commitment to web accessibility and a method to report barriers and/or to receive an alternative equally effective accessible format.
- Ensure documents uploaded to webpages are accessible prior to publishing.

2. Web Application Accessibility

2.1 Scope

These procedures apply to all UADA web applications, including mobile applications used to conduct UADA business and activities.

2.2 Standards

All web applications, including mobile applications published, hosted, or used (including remotely hosted sites and software) by UADA, must meet the standards and guidelines outlined in the [Web Content Accessibility Guidelines \(WCAG\) 2.1](#) published by the W3C as follows:

- All pages will meet Level AA guidelines.
- All UADA web applications, unless technically impossible, must link to the [UADA main Accessibility page](#), which includes a statement of commitment to web accessibility.

2.3 Responsibility

All UADA employees must:

- Comply with the web accessibility standards when creating web and mobile application content.

Information Technology (IT), in coordination with Communications, must:

- Provide instruction and support for UADA employees creating website content so that individuals who author web content will do so in accordance with WCAG 2.1 Guidelines AA Standards.
- Compile and maintain data to track compliance with the policy and procedures and make recommendations for addressing problems.
- Upon a specific request for access by an individual with a disability, update legacy pages to follow the WCAG 2.1 Level AA standard (or current level recommended) or otherwise make the content available to the individual in a timely manner and in an equally effective accessible format.
- Ensure all web applications that are published or hosted by UADA must be accessible according to WCAG 2.1 Level AA standard.
- Ensure all UADA web applications, unless technically impossible, must contain a clear statement (or a link to a statement) describing the UADA commitment to web accessibility and a method to report barriers and/or to receive an alternative equally effective accessible format.
- Ensure documents uploaded to web applications are accessible prior to publishing.

3. Instructional Materials Accessibility

3.1 Scope

These procedures apply to all electronic instructional materials (syllabi, textbooks, presentations, handouts, audio recordings, videos, etc.). This includes electronic instructional materials delivered within the UADA learning management system, in face-to-face classes, or an alternate fashion (email, blogs, etc.) and electronic instructional activities (online collaborative writing, web conferencing, etc.).

3.2 Standards

All electronic instructional materials, optional and required, must be accessible and equally effective, and useable for persons with disabilities as they are for persons without disabilities. Instructional materials and activities must be made available to all students at the same time.

All instructional materials must meet all applicable standards and guidelines outlined in this policy.

3.3 Responsibility

All UADA employees must:

- Ensure that instructional materials comply with all requirements outlined in these procedures.
- Ensure that all instructional materials developed at UADA (web, desktop, etc.) are accessible according to principles of WCAG 2.1 (or current level recommended) AA level, WAI-Aria 1.0, and ATAG 2.0 standards (extrapolated as needed for non-web environments).

Information Technology (IT) must:

- Facilitate hosting of online activities in UADA-approved accessible learning management systems and related hosted systems (such as web conferencing) that are accessible.
- Conduct quarterly accessibility scans to ascertain whether any posted content is inaccessible. IT will notify content authors if corrections to pages are needed and of reasonable timelines for corrections to be made. IT will note if corrective action has been taken during the next quarterly scan.
- Compile and maintain data to track compliance with the policy and procedures and make recommendations for addressing problems.
- Ensure that any physical learning space such as a classroom or conference room is properly equipped.
- Ensure that all departmental computer labs and media production studios provided for employee and student use will have assistive technologies, not limited to, but including accessible computer stations, screen reading software, and screen magnification.

4. Document Accessibility

4.1 Scope

These procedures apply to all UADA-produced and maintained or distributed electronic documents. Electronic documents include, but are not limited to, word processing documents, PDFs, presentations, publications, and spreadsheets which are scanned, uploaded, posted, or otherwise published or distributed electronically, either via email, social media, a website or through other means. Existing inaccessible documents must be remediated prior to posting online or sending to external clientele.

4.2 Standards

Electronic documents must be accessible. Electronic interaction with all UADA documents must be equally effective and useable for persons with disabilities as it is for persons without disabilities.

Accessible electronic document types are listed on the UADA Accessibility website.

Electronic documents must meet the standards and guidelines outlined in the Guidance on Applying WCAG 2.1 to Non-Web Information and Communications Technologies, published by the W3C.

4.3 Responsibility

All UADA employees must:

- Follow the accessibility requirements outlined in these procedures when creating new or using existing electronic documents.

Information Technology (IT), in coordination with Communications, must:

- Implement procedures for ensuring that content owners have the training needed to make materials digitized and accessible to individuals with disabilities.
- Compile and maintain data to track compliance with these procedures and make recommendations for addressing problems.

5. Electronic Media Accessibility

All departments must purchase and produce only accessible multimedia and update existing inaccessible media as it is put into use.

5.1 Scope

All media resources used in UADA programs and activities must be accessible. For example, this includes, but is not limited to, media that is instructional, informational, and/or promotional.

5.2 Standards

Video media resources must be closed captioned and audio-described, and audio resources must be transcribed.

5.3 Responsibility

All UADA employees must:

- Purchase only captioned versions of audiovisual media whenever possible and ensure that all other media that will be used on the web or in instruction is captioned.
- Purchase only transcribed audio and audio-described versions of audiovisual media whenever possible.
- Update any non-transcribed audio and any non-captioned/non-described video that is in current use.
- Produce communications and promotional materials that are captioned, audio-described, or transcribed.
- Use only transcribed audio and closed-captioned media with audio descriptions that are made available in a timely manner to the class and will only assign such media as course material, whether optional or required.
- All videos (internally or externally produced) used in courses and shared on UADA websites or video storage sites (such as YouTube, Panopto, etc.) must be captioned according to recommended Described and Captioned Media Program (DCMP) standards.

Information Technology, in coordination with Communications, must:

- Incorporate captioning, audio description, and other media accessibility information into IT training.
- Ensure all classroom and presentation equipment is caption-compatible and the default on all TVs, etc.
- Maintain and continue to provide instructions on media accessibility (such as captioning and audio-describing media and transcribing audio) as well as how to show captioned media.
- Coordinate UADA-wide captioning and transcribing solutions that:
 - Provide captioning software options to caption and audio-describe.
 - Disseminate information to the UADA employees about UADA protocols related to accessible electronic media, including a list of approved vendors to perform captioning and audio description.

6. Software, Hardware, and Systems Accessibility

6.1 Scope

All software, hardware, and systems purchased must be accessible and must produce accessible products. Accessible, in this context, means compatible with assistive technology. Examples of software, hardware, and systems include, but are not limited to, learning and content management systems, library and email systems, and administrative management systems such as finance, registration, and human resources, all software, hardware, and services used by employees.

6.2 Standards

UADA will use the following standards to determine accessibility:

[US Access Board's Guide 508 Standards - Software Applications and Operating Systems](#)

6.3 Responsibility

All UADA employees must:

- Ensure that software development by researchers and Extension faculty, hardware, local interfaces and modifications, and electronic systems are accessible.

Information Technology must:

- Ensure that all applications developed by UADA (web, desktop, etc.) are accessible according to principles of WCAG 2.1, WAI-Aria 1.0, and ATAG 2.0 standards (extrapolated as needed for non-web environments).
- Ensure that assistive technologies are immediately available to students working in campus labs or on publicly accessed campus computers.
- Ensure that assistive technologies are available in a timely manner for campus employees, including student employees.
- Coordinate organization processes for ensuring software and hardware accessibility.

7. Procurement

7.1 Scope

This process applies to all UADA purchases of Electronic and Information Technology (EIT) software, hardware, and services.

7.2 Standards

Follow the [Technology Access Clause](#) guidelines.

Purchase orders and contracts for EIT must include the following clause requiring accessibility:

“When procuring a technology product or when soliciting the development of such a product, the State of Arkansas is required to comply with the provisions of Arkansas Code Annotated § 25-26-201 et seq., as amended by Act 308 of 2013, which expresses the policy of the State to provide individuals who are blind or visually impaired with access to information technology purchased in whole or in part with state funds. The Vendor expressly acknowledges and agrees that state funds may not be expended in connection with the purchase of information technology unless that system meets the statutory requirements found in 36 C.F.R. § 1194.21, as it existed on January 1, 2013 (software applications and operating systems) and 36 C.F.R. § 1194.22, as it existed on January 1, 2013 (web-based intranet and internet information and applications), in accordance with the State of Arkansas technology policy standards relating to accessibility by persons with visual impairments.”

7.3 Responsibility

Information Technology:

- Serve as a resource for EIT purchases and other acquisitions for compliance with accessibility requirements.

Accountability

The Chief Information Officer for UADA, along with web and communication personnel, is charged with the responsibility to periodically review the policy and propose changes as needed.

Referenced Documents

[UA Systemwide 280.1 Information Technology Accessibility – Website Standards and Accessibility Policy](#)