



The California State University
OFFICE OF THE CHANCELLOR

ACCESSIBLE TECHNOLOGY PLAN

Chancellor's Office

2019-20

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Accessible Technology Plan

Chancellor's Office

Introduction

The Chancellor has requested each campus and the Chancellor's Office (CO) provide a comprehensive assessment and plan to address accessible technology throughout the system. In response to this request and in light of the underlying policies and guidelines, the Chancellor's Office has evaluated its current state, identified areas needing improvement and developed a strategy to address these issues.

Institutional Policies

A number of policies form the foundation for the accessible technology initiative at the Chancellor's Office, including Executive Order 1111, The California State University Board of Trustees Policy on Disability Support and Accommodations. EO 1111 addresses information resources and technology access, and states that the CSU is required to make electronic and information technology equally accessible to all students, employees and the general public, including those individuals with disabilities. 'Accessible' means a person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use.

Providing access, support, and accommodation to individuals with disabilities complies with the California Fair Employment and Housing Act (FEHA), the Americans with Disabilities Act of 1990, as amended, and Sections 504 and 508 of the Rehabilitation Act of 1973.

Coded Memos AA-2013-03 and AA-2015-22 establish criteria, goals, process, approach and responsibilities for achieving, maintaining and reporting on accessible technology at campuses and the Chancellor's Office.

Additionally, the CSU follows the Website Content Accessibility Guidelines (WCAG) 2.0 standard, a best practice in accessibility.

Current State

The Chancellor's Office designs, develops, procures and maintains content in multiple digital formats, including:

- Websites
- Digital documents
- Online learning resources
- Software, both local and cloud-based

The Chancellor's Office recently underwent an accessibility audit which evaluated our compliance with federal and state regulations, Trustee policy, Chancellor's Office directives and campus procedures. The audit focused on Accessible Technology Initiative (ATI) governance, procurement and web compliance procedures and identified areas needing improvement, some of which include:

- Officially designate an executive sponsor to oversee ATI compliance at the Chancellor's Office
- Establish an ATI steering committee to oversee ATI implementation, including setting priorities, developing plans and timelines, tracking or removing barriers to achieving program goals, and ensuring all required stakeholders are included on the ATI steering committee
- Complete the self-assessment related to current accessible technology services, policies, and practices and create an ATI plan to outline the steps needed for annual improvement of the Chancellor's Office accessible technology compliance program
- Develop processes for reviewing the accessibility of websites, uploaded documents, and web applications
- Communicate to employees where to find accessibility resources and guidelines
- Provide accessibility training to all individuals who upload documents to the websites

In light of the audit findings, immediate actions were taken by the Chancellor and the executive sponsors he appointed to address the concerns identified above.

1. The Chancellor appointed Gerry Hanley and Robin Wade as co-executive sponsors of the Chancellor's Office Accessible Technology Initiative in May 2019. As of August 15, 2019, Leslie Kennedy will fill Gerry Hanley's role.
2. A steering committee was formed and held its first meeting in July 2019. The steering committee consists of the following members:
 Robin Wade, Senior Web Manager
 Leslie Kennedy, Director, Affordable Learning Solutions and Academic Technology Services
 Michael Berman, Deputy CIO, Chief Technology Innovation Officer
 Mike Caldera, Assistant Vice Chancellor, Advisory Services and Special Programs
 Arun Casuba, Executive Director, Strategic Sourcing and Chief Procurement Officer
 Jeff Gold, Assistant Vice Chancellor, Student Success and Strategic Initiatives
 Carrie Hemphill Reith, Assistant Vice Chancellor and Chief Counsel, External Affairs
 David Kervella, Assistant Vice Chancellor of Learning and Development
 Ray Murillo, Director, Student Programs
 Meaghan Smith, Principal Planner, Project Manager
 Mike Uhlenkamp, Senior Director, Public Affairs
 Alison Wrynn, Associate Vice Chancellor, Academic Programs, Innovation and Faculty Development

Additional actions are planned to address the remaining issues and are covered below.

Accessibility Plan

The Chancellor's Office recognizes the importance of complying with and ensuring ongoing maintenance of accessible technology policies and processes. As part of this commitment, the Chancellor's Office has developed a strategy to analyze and assess the current scope, address existing issues, create internal processes and policies, train employees, and maintain compliance moving forward.

Moving forward, the Chancellor's Office will establish Success Indicators and Status Level Criteria to help develop our annual ATI implementation plan and measure progress. This plan will be submitted, along with the campus plans, in November each year.

Assessment

An initial cursory assessment of the scope of the Chancellor's Office's accessibility needs was completed in advance of developing this plan to estimate resources required. However, a more comprehensive assessment of the current state is necessary to understand the Chancellor's Office full exposure and ongoing resources. We plan to complete this assessment by January 2020.

Websites

The Chancellor's Office web team is responsible for 90% of all websites produced for the system office. This includes Calstate.edu, CSYou, and multiple microsites. The web team uses SiteImprove to check websites for accessibility and help remediate issues. As of August 2019, the Calstate.edu website achieves a SiteImprove score of 76.4/100, surpassing the industry average of 72.3. Our goal is to reach 90+ by November 2019, with accommodations provided for content we are unable to remediate. The team also performs manual evaluations of sites with browser-based tools.

There are additional websites, however, that lie outside the realm of the Chancellor's Office web team. They are developed and maintained by individual departments or outside consultants.

The Chancellor's Office Accessible Technology Steering Committee determined the best approach to address website accessibility was to prioritize based on three criteria: The first sites we will focus on will be 1) public-facing, 2) student-focused and 3) high-traffic. The specific websites we will address on are:

- Cal State Apply Application
- Education Advisory Board (EAB)
- Search Degrees website
- International Programs website
- Cal State Teach website

We will address additional sites this year as time allows and the plan will be updated accordingly. We will work with business owners and vendors to ensure these websites meet minimum requirements.

Digital Documents

The Chancellor's Office produces thousands of digital documents, many of them posted on Calstate.edu or CSYou. They include documents in Word, PowerPoint and PDF formats, among others. These documents are not typically accessible in their native state. Most need some form of remediation to meet accessibility guidelines.

The Chancellor's Office Accessible Technology Steering Committee recommends a complete review and remediation of all documents on public websites in 2019-20. Additionally, training will be provided to Chancellor's Office staff who manage or upload documents to enable them to manage simple document remediation and processes and policies created and implemented to ensure all documents posted in a public forum are accessible or alternative formats are provided.

Procurement

A critical part of the accessibility plan is procurement of products and services. Developing and consistently implementing a process that ensures our vendors meet our accessibility requirements is important to achieve and maintain our standards.

We will work closely with the Contract Services and Procurement department to develop processes and implement safeguards to ensure every contract includes a meaningful and actionable Voluntary Product Accessibility Template (VPAT), which details each aspect of the Section 508 criteria and how their products support them.

During our initial research, we identified a gap in the purchasing process, specifically related to purchases that do not go through Contract Services and Procurement (e.g., contracts entered into by self- or grant-supported programs and initiatives, including auxiliary organizations). As part of the Chancellor's Office Accessibility Plan, we will create systemwide policies that establish standards for purchasing services or creating any digital or web-based content or product that will apply to all CSU campuses and auxiliaries.

Web Policies and Process

While the Chancellor's Office web team follows accessibility guidelines in the production of websites, there are no written or documented processes in place. There are also no policies to inform partners of the requirements and guidelines. Those processes and policies will be created and distributed throughout the Chancellor's Office by December 2019.

Training/Professional Development

In order for the Chancellor's Office to ensure it meets and maintains accessible technology requirements, employees must understand a) why accessibility is important, b) what needs to be addressed and c) how they can help remediate. In order to accomplish this, the Chancellor's Office will provide training to all individuals who manage, maintain and/or upload electronic or digital documents. We will also make documentation easily available to all employees online.

Additionally, the Learning & Development team at the Chancellor's Office is in the early stages of creating a foundational training program on accessible technology for all employees across the system. We will work with HR and Labor Relations to make this training program available for all employees.

Auxiliaries

CSU campuses are supported by recognized non-profit auxiliary organizations that are separate legal entities. There are two systemwide auxiliary organizations which work closely with the Chancellor's Office: the California State University Institute and the California State University Foundation. Additionally, the Chancellor's Office provides information and contact information for all auxiliary organizations on the calstate.edu website.

Because of our close ties (and multiple links to their websites), it is vital that we inform these agencies of our policies and guidelines and that they commit to similar standards of accessibility.

We will inform each auxiliary organization of our policies in 2019-20.

Resources and Management

The Chancellor's Office is the only campus without a designated person or team responsible for ensuring accessibility. Funding is not available for training, remediation or other necessary tools. In light of the CSU's commitment to accessible technology, we recommend the following:

1. Create a position responsible for accessible technology at the Chancellor's Office. This person will manage the Accessible Technology Initiative at the Chancellor's Office, ensuring compliance with policies and guidelines and confirming employees are adequately trained.
2. Ongoing and adequate budget commitment to fund the review and remediation of digital materials.

We are currently working with a one-time reserve of \$75,000, which will primarily go toward assessment, training and remediation in the first year. Ongoing funding will be determined once the full scope is understood.

Timeline

The Chancellor's Office goal is to complete the initial assessment, training and remediation as quickly as possible.

Description	Target Completion Date
Appoint Executive Sponsor	Completed
Appoint COAT Steering Committee	Completed
Develop Accessible Technology Plan	Initial Plan Completed; Updates Ongoing
Develop and Publish Website Policies and Procedures	November 2019
Comprehensive Assessment of Current State	January 2020
Train Employees	January 2020
Develop and Publish Procurement Process	January 2020
Remediate External Websites	February 2020
Identify and communicate accessibility requirements to Auxiliary Organizations	March 2020
Remediate Digital Documents	March 2020