Georgia’s Leadership Model for Increasing Accessible ICT in State Government

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May 28, 2014 at 2:00 PM EST
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Webinar Evaluation

At the end of today’s webinar, we ask that you please take a moment to complete our survey:

https://www.research.net/s/TFLwebinar
Welcome to Tools for Life

Tools for Life, Georgia's Assistive Technology Act Program, is dedicated to increasing access to and acquisition of assistive technology (AT) devices and services for Georgians of all ages and disabilities so they can live, learn, work and play independently and with greater freedom in communities of their choice.

Tools for Life and the TFL Network work collaboratively together to accomplish our mission through:

Hands-On Demonstrations

Learn More about AT through

IDEAS CONFERENCE

JUN 2
Epworth by the Sea, St Simons Island

WEBINARS

MAY 28
Georgia's Leadership Model for Increasing Accessible ICT in State Government

JUN 25
Learn More and Do More: Exploring Accessibility and Apps for Android

JUL 30
Position for Work: A Closer Look at Workplace Accommodations & Assessments

TOOLS FOR LIFE APPFINDER

...for Living, Learning, Working, and Playing.

AT ONLINE EXCHANGE

gTRADE
Georgia’s Leadership Model for Increasing Accessible ICT in State Government

Georgia Institute of Technology | AMAC
Accessibility Solutions | Tools for Life
May 28, 2014 Webinar
Joy Kniskern, PI Strategic Technology Initiatives
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Opening Session Goals

- What is AMAC?
- What is ICT?
- What is Accessible ICT?
- Web Views: Vision Loss and LD
- Business Case for Accessible ICT
- The Framework for Accessible ICT
- AccessGA: Centralized ICT Solution Center
  - Who?
  - What?
  - When?
  - How?
- Resources
AMAC Accessibility Solutions

- Supports individuals with disabilities
- Extension arm of Disability Services
- Offers corporate, governmental and nonprofit memberships levels for services

AMAC Services Include
- Digital Content Engineering
- Assistive Technology Products
- Braille Transcription, Accessible E-Text
- Live Remote Captioning, Captioned Media
- Accommodation Management Software
- ICT Compliance Consultation
- Home for AccessGA
What Is ICT?

- The term *ICT* refers to the convergence of audio-visual and telephone networks with computer networks through a single cabling or link system. -Wikipedia
ICT is EVERYWHERE!
ICT Touchpoints

- Web Services
  - Mobile Platforms & Computers
- Software Applications
- Videos, YouTube
- Social Media
- Telecommunications
- Internet
ICT and Google Glass
What is Accessible ICT?

- Equal Access to Information
  - Customers
  - Employees
Rosetta Stone
Definition of “Accessible”

• Accessible means compliance to a standard that specifies testable success criteria.

• Example: Web Content Accessibility Guidelines (WCAG 2.0) where success criteria includes up to 3 levels of compliance (A, AA, AAA).

http://www.w3.org/TR/WCAG20/
Examples of Accessible ICT

- Website navigable without using mouse
- Captioned videos
- Structured documents
- Employee software applications that can be used with screen readers or voice input
Web accessibility means that people with disabilities can use the Web. More specifically, Web accessibility means that people with disabilities can perceive, understand, navigate, and interact with the Web, and that they can contribute to the Web. (W3C.org, 2013)

Types of Content:
- Services
- Resources including links to other sites
- Forms
- Pictures and Videos
Remote Captioning for Instruction
Liz Using VGo – “Walless”
Legal Drivers for Accessible ICT

- Section 508 of Rehabilitation Act Amendments of 1998 requires that electronic and information technology be accessible to persons with disabilities.
- The Americans with Disabilities Act – Equal Access
- States receiving funding under the Assistive Technology Act were required in the 1990’s to secure letters of agreement re: 508 compliance from each Governor.
- The state of Georgia receives Assistive Technology Act funds through the U.S. Department of Education – [Tools for Life](#) – Under AMAC at GT.
Section 508 - Laws & Regulations

• Section 508 is a US Federal law requiring Electronic and Information Technology developed, purchased, used, and maintained by the Federal government to be accessible to people with disabilities

• Required for all US Federal government purchases of ICT

• While directly applicable only to US Federal government, Section 508 has been adopted as a best practice for procurement by most US public sector organizations, and explicit as a proposed future requirement for state and public entities in the DOJ’s Advanced Notice of Proposed Rulemaking, July 2010.
Section 508 - Laws & Regulations

Technical Systems
- Software applications and operating systems
- Web-based information or applications
- Telecommunications products
- Video or multi-media products
- Self contained, closed products such as office equipment and kiosks
- Desktop and notebook computers
- Social Media

Services
- Documentation
- Support
- Training

Section 508
Section 508 Refresh

- Technical standards organized around product functions
  - Web based systems
  - Two-way voice systems
  - Video conferencing systems
- All relevant product function technical standards apply.
- Web requirements cover sites, applications and electronic document content.
- Target standards for web are Web Content Accessibility Guidelines (WCAG) 2.0 A & AA requirements.
Global Accessible ICT

- The United Nations Convention on the Rights of Persons with Disabilities adopted in 2006 also requires information and communication technology as definition of communication and right to accessibility.
Mission: to promote the implementation of the dispositions of the CRPD relative to Information and Communication Technologies

Multi-stakeholder non profit advocacy launched in December 2006 with the support of UNDESA (CRPD Secretariat and UN GAID)

Funded by civil society – IT Industry, Disability Advocacy organizations, Foundations

Office of the High Commissioner on Human Rights asked G3ict to organize disabilities & awareness for organizations.  
www.G3ICT.org
Age related cataracts are often yellow or brown causing loss of sensitivity to blue.
This is the largest single cause of visual impairment among those of working age.
This condition often makes it possible to read small print but not large print.
20/200 Legally Blind View
Computer Screen
Appasiq or Addasibe, Aragic family bescengeb from Aqqas, the uncle of Muhawwad. They rose to dower dy massacring the ruling Umayyag family and helg the Caliphate from 749 to 1258. Drominent Addasid calidhs include al-Mansur and Harun Ar-Raship, under mhow the caliphate reached its greatest dower. The long Appasig decline enpep mith their overthrow (13th century) dy the Seljuk Turks.
Abbasid or Abbaside, Arabic family descended from Abbas, the uncle of Muhammad. They rose to power by massacring the ruling Umayyad family and held the Caliphate from 749 to 1258. Prominent Abbasid caliphs include al-Mansur and Harun Ar-Rashid, under whom the caliphate reached its greatest power. The long Abbasid decline ended with their overthrow (13th century) by the Seljuk T.

http://www.etni.org.il/etninews/inter2d.htm ETNI, The English Teachers’ Network Yedida Heymans, Tel Aviv University
Business Case for Accessible ICT

- 60 million Americans with disabilities
- 1 out of every 2 Americans directly affected or indirectly impacted by disability
- Increase in older population-65 and older
  - 2009 – 39.6 million older adults (12.4%)
  - 2030 – 72.1 million older adults (19%)

http://www.aoa.gov/Aging_Statistics/
Business Case: Sheer Numbers

Intersection of Age and Disability
Multi-Faceted Business Case

- Economic case - operational efficiency and lower costs associated with avoiding retrofits
- Legal case - mandates and liabilities
- Technological case – shift to knowledge-based societies
- Social case - unlocking opportunity
- All cases are interconnected and together drive a comprehensive business case for accessibility
California Community Colleges ICT Collaborative
http://www.mpict.org/ict_pathways.html
Create a Culture of Access

• Most job accommodations = layered on accessibility, something done “after”
• Would you build a ramp the day someone shows up to work?
• Accessible ICT is about creating Access, right from the start, not accommodations.
• Paradigm shift from accommodations to Access
Accessible ICT – Bake It In!

- Director’s Office
- Communications/PR/Social Media
- IT Department
- HR Department
- Procurement
- All Managers
- Customer Service Staff
- Policy Staff
- Training Staff
- Employees
- AND CONTRACTORS!

AccessGA
Georgia’s Accessible ICT Initiative
Models for State ICT Access

- Procurement/State Legislation - Oklahoma AT Program
- Web Accessibility/Advisory Group - SC AT Program
- Consumer Advocacy - Minnesota
- Discovery Process/Agencies - State ADA Coordinator’s Office/AMAC/Tools for Life
But HOW to Bake It In?

- Agency Strategic Plan for ICT Accessibility
  - Assemble a Director’s Office ICT Accessibility Review Team
    - IT
    - Communications/PR/Social Media
    - HR/Training
    - Contracts and Procurement
    - Trusted AT Users (Employees, Advisors, Customers, Consultants)
IT ICT Access Questions

- To what extent are the agency webpages and content, including downloadable forms and PDFs accessible?
- To what extent are software applications used by internal and external customers accessible (W3C, WCAG 2.0 and 508)?
Communications/PR Questions

• Will the agency make a public statement about commitment to accessibility?

• Example: Georgia Technology Authority [http://georgia.gov/accessibility](http://georgia.gov/accessibility)

• To what extent are internal and external documents created in accessible formats?
  • Navigable, structured documents, appropriate color contrast, image tags, captioned and audio described videos
HR ICT Access Questions

- To what extent are job announcements, applications, electronic performance plans, and time reporting systems accessible? To what extent are the state travel request and reimbursement forms accessible?
- What are the accessibility features of the Learning Management System (LMS) Do HR staff and other users understand these features?
- To what extent are training materials accessible to all users? Do managers and others responsible for training have resources to produce alternative media such as braille? To what extent do all producers of content in the organization understand how to create accessible content in Word, Excel, PowerPoint, and PDF formats?
- To what extent is there a process for requesting accessible ICT? Within a reasonable timeframe? Who is responsible?
Procurement ICT Access Questions

- Does procurement language in RFPs include requirements for vendors to meet W3C, WCAG 2.0 and 508 requirements?
- Do RFPs require that vendors submit a Voluntary Product Accessibility Template (VPAT)?
- Do procurement staff understand accessibility issues? Will they select a low bid from someone who, on paper, has submitted a VPAT on a product or service without substantive or inaccurate documentation of accessibility?
- Does procurement language require the vendor to include a statement of a contact who will respond to questions about product/service accessibility?
Contracts Accessibility Questions

• Do contracts include language that requires contractors to meet W3C, WCAG 2.0, 508? For websites, software applications, content?

• Example:
  A. Maintain and operate a mobile ADA Accessible and 508 Compliant Assistive Technology Resource Center (ATRC) to provide AT Act services in accordance with federal laws, Georgia laws and the Tools for Life (TFL)/ATRC Operational Guidelines.

  B. Follow Basic Accessible 508 Guidelines for website image tags; navigation should be keyboard-driven; an ATRC Representative will participate in on-line training.
ICT Accessibility Reviews

• Does the agency engage trusted AT users to review applications, web pages, electronic communications, and forms for accessibility?
• If so, does the agency or consultant do this in a systematic way?
AccessGA

- What is AccessGA?
- How Does AccessGA Impact My State Agency?
The AccessGA’s purpose is to support Georgia state agencies with Information and Communication Technology (ICT) accessibility, promoting equal and timely access for employees and customers with a wide range of disabilities.

AccessGA is an initiative of the Georgia State ADA Coordinator’s Office and:

- University System of Georgia | AMAC Accessibility Solutions which is the lead agency for Tools for Life, Georgia’s State AT Program
- The Georgia Technology Authority
• AccessGA network agencies receive assistance and resources through phone, electronic ticketing, informational wiki, webinars, electronic newsletters, and in-person trainings.

• Accessibility services include:
  ✓ Strategic Planning for Accessible ICT
  ✓ Document Content Remediation Training
  ✓ Web and Application Evaluations
  ✓ Assistive Technology Quality Assurance
  ✓ Procurement Consultation
  ✓ Policy Development
  ✓ Voluntary Product Accessibility Template (VPAT)
Phase I – 2013

- **Initial Agreement**
  - Survey Agency Needs
  - Identify pilot agencies for discovery meetings and interventions
  - Host a Kick-Off launch for pilot agencies
    - Business case, legal drivers, definitions of accessible ICT, kinds of assistance, introduction to on-line support call system, wiki resources, intro video, [www.accessga.org](http://www.accessga.org)
    - And, most importantly, consumer testimonials and demos about access needs!
  - Conduct discovery meetings with 7 agencies – ID needs!
Georgia’s AccessIT helps organizations make information accessible to everyone.

- Equal Access
- VPAT
- Web Accessibility
- Mobile Accessibility
- Digital Content Accessibility
- Assistive Technology
- Captioned Videos
- Remote Captioning
7 Pilot Agencies ICT Feedback

- 2013 Survey and Discovery Meetings Findings
  - Website Accessibility Evaluations
  - Accessible Content TA and Training
  - Policy Accessibility TA
  - Procurement TA
  - Voluntary Product Accessibility Template (VPAT)

ADA & Section 508
A Way to Provide Access
508, W3C/WAI, and WCAG 2.0
How Does AccessGA Impact My State Agency?
2014 Accessibility Services Examples

- Classroom Training: Creating Accessible Documents
- Quarterly Webinars on Accessible ICT Topics
- AccessGA Electronic News Briefs
- Web Accessibility Conformance & User Evaluations
- Review of Contract Procurement Language for ICT Accessibility Requirements
- Review of Large Documents for Accessibility
Future Statewide Expansion | Goals

✓ Centralized Training and Technical Assistance Lab
✓ Partnership with Georgia Technology Authority (GTA)
✓ Statewide Web Accessible Platform (i.e., Drupal/GTA)
✓ Quality Assurance Evaluation and Testing
✓ Procurement Support on Voluntary Product Accessibility Template (VPAT)
✓ ICT Accessibility Best Practices and Solutions
✓ Statewide Application Evaluation Tool (i.e., IBM)
✓ ICT Accessibility Design Course through GT (MOOC)
Register for ICT Accessibility Course

Massive On-Line Accessible ICT Course

MOOC Accessibility Course coming in Fall 2014
National | State Models

- CSU Accessible Technology Initiative
  - http://www.calstate.edu/accessibility/

- CCC High Tech Center Training Unit

- Kentucky

- The Access IT Resource
Resources

- International Association of Accessibility Professionals (IAAP)
- Global Initiative for Inclusive Information and Communication Technologies (G3ICT)
- Georgia ICT Accessibility Massive Open Online Course
- AccessGA Services and Resources
- Joy.kniskern@amac.gatech.edu (presenter)
Thank YOU!!!
Webinar Evaluation

Please take a moment to complete our survey:

https://www.research.net/s/TFLwebinar