



Procedure: Technology Accessibility
Americans with Disabilities Act Compliance Procedures

Procedure Number: 3364-15-15

Responsible Department: Internal Audit & Compliance
02/05/2015

Effective Date:

This procedure is authorized by the university's policy on Nondiscrimination based on Disability-Americans with Disabilities Act Compliance.

(A) Policy statement/Purpose of policy/Scope

<https://www.utoledo.edu/policies/administration/compliance/pdfs/3364-15-15-technology-accessibility.pdf>

(B) Alignment with Federal Law

- (1) This policy provides additional guidance and direction in support of policy 3364-50-03, [Nondiscrimination on the basis of disability-Americans with Disabilities Act compliance](#), which outlines The University of Toledo's policy of complying with the [Americans with Disabilities Act of 1990](#) ("ADA"), the Rehabilitation Act of 1973, Ohio law, and related regulations.
- (2) ADA law pertaining to technology requires that public institutions make every effort to ensure that their technology is accessible at the time it is made available to its end users. In those situations when this is not possible or feasible, the University expects that the process owner will work with the ADA Compliance Officer or his/her designee to develop an agreed-upon path toward ensuring equal access for students and employees with disabilities.

(C) Resources

- (1) The University provides numerous resources to employees that require assistance in making technology ADA-accessible.
 - (a) The Student Disability Services website provides guidance on how to make documents produced by desktop software accessible (i.e., Word, Adobe, PowerPoint, video files, etc.)
 - (b) The Student Disability Services office also provides support to faculty and staff on more technical matters, and has access to third-party support in certain areas of technology accessibility (captioning, etc.)
 - (c) Literature is frequently available online and in help menus pertaining how to configure existing desktop software in an accessible manner.
 - (d) The "Buy Accessible" website (link below) contains current VP ATs for many commonly-used software products
 - (e) UT Online provides leading-edge technologies, innovative pedagogies, and faculty and student support to help create inventive, engaging, and effective environments where online learners can succeed.
 - (f) University Marketing and Communications provides guidance on the accessibility of "externally-facing" UT webpages.
 - (g) The Information Technology department provides guidance on the accessibility of "internally-facing" UT webpages.
 - (h) The ADA Compliance Officer will answer any questions an employee or student may have on technology accessibility that cannot be answered by any of the above resources.

(D) Procedure

(1) Procurement of Technology

- (a) All UT operating units are expected to comply with the University's Procurement policy 3364-40-1 5. The policy includes a requirement to obtain a Voluntary Product Accessibility Template (VPAT) from the software vendor, regardless of amount, which attests to the software conformance to Section 508 standards. Applicable language from the Procurement policy is below.

If a VPAT is not available from the vendor, the purchaser should work with the ADA Compliance Officer, prior to purchase, to confirm the software's accessibility to employees and students with disabilities.

When considering any software for purchase, the most suitable product that serves the purchaser's business/pedagogical needs should be obtained, provided that the software is accessible by UT employees and students that are known to have disabilities. In those circumstances where accessible software has not been developed, the purchaser should inform and consult with the Student Disability Services department if the primary users of the software are students, and with the ADA Compliance Officer if the primary users of the software are employees. This consultation should occur prior to purchase, so that alternatives can be pursued to ensure the "equal access" specified by ADA.

- (i) Each campus shall acquire products that comply with applicable standards of Section 508 of the Rehabilitation act of 1973 regarding telecommunications and technology provisions when such products are available in the commercial marketplace. This, 3364-15-15 Technology Accessibility too, requires a VP AT and review by appropriate persons if there are questions.
 - (ii) For each software product being considered for purchase for the first time by the University, the purchaser shall ask vendor to provide a VP AT and/or provide a trial version to be tested for accessibility by the University.
- (b) When web-based functionality is purchased, the operating unit making the purchase must obtain a certification from the vendor as to its compliance with Section 508. If no such certification is available, a certification as to its compliance should be obtained from the Americans with Disabilities Act Compliance Officer. The certification will be based on the favorable results of the web functionality, using the University's compliance auditing software.

- (2) Existing Technology Equipment and Supplies All existing equipment and supplies used to deliver technology services to students, patients, and employees (desktop computer equipment, servers, etc.) must comply with Section 508.
- (3) Existing Non-Web-Based Software
 - (a) Purchased Desktop Software
 - (i) Operating units should make every effort to ensure that existing purchased desktop software is made as accessible as possible to customers and employees with disabilities.
 - (a) Please refer to the Accessibility Matrix <http://buyaccessible.gov/content/VARC> to identify known accessibility issues with purchased desktop software, as documented in VPATs. If possible and available, VPATs prepared by independent, third-party entities are preferable to VPATs prepared by the vendor itself.
 - (ii) The Student Disability Services website <http://www.utoledo.edu/offices/student-disability-services/> contains links on how operating departments can make documents produced by desktop software accessible.
 - (iii) Should your desktop software not be included in the Accessibility Matrix, please contact the ADA Compliance Officer for assistance and guidance.
 - (b) Internally-Developed Software/Tools That Are not Web- or Mobile-Based
 - (i) Software developed by the University that is not web-based must also follow Federal software accessibility standards. The [VPAT Form](#) (blank version) contains these standards.
 - (ii) The Student Disability Services website contains links on how operating departments can make internally-developed software accessible. Please contact the ADA Compliance Officer should you require guidance beyond this website.
 - (c) Free or Open Source Software. In situations where such software will be used by students with disabilities, the free or open source software must be evaluated by Student Disability Services to determine suitability for use in the classroom

- (4) Web-Based or Mobile-Based Software and Tools
- (a) Software that is Internet-based (web applications, mobile phone applications, Online Educational Resources, etc.) also must comply with accessibility standards.
 - (b) The University of Toledo follows the World Wide Web Consortium's Web Content Accessibility Guidelines version 2.0(a) ([WCAG 2.0](#)), the primary international guidelines.
 - (c) Any web- or mobile-based functionality developed for University purposes must follow WCAG 2.0 standards, regardless of whether they are developed by University employees or third parties. Below are examples of University departments currently developing this functionality; however, all University departments are subject to this policy. University Marketing and Communications: ("externally-facing" websites) UT Online department: (online courses) College-administered websites (i.e., not maintained by IT) Marketing and Communications department IT department ("internally-facing" websites)
 - (d) Any University department that develops web- or mobile-based content for placement on University websites must develop procedures for ensuring the content is ADA-accessible, as soon as it can be determined that students or employees with disabilities will access the content imminently. The ADA Compliance Officer should be advised in advance of any situation where content of this nature cannot be made accessible, so that he/she may work with the process owner to agree upon a path toward full compliance as soon as possible. The procedures developed should lead to all content meeting the standards, acknowledging that accessibility issues can be deferred if current students or employees with disabilities do not require it.
 - (e) Web developers should use "web-checking" software to evaluate the accessibility of all websites. This software is available to all employees developing web-based content. It is also used by the ADA Compliance Officer to perform random audits. Please contact the ADA Compliance Officer for additional information.

(E) References

- (1) Policy 3364-50-03, Nondiscrimination on the basis of disability-Americans with Disabilities Act compliance:
http://www.utoledo.edu/policies/administration/diversity/pdfs/3364_50_03_Non discrimination_o.pdf
- (2) Americans with Disabilities Act of 1990:
<http://www.ada.gov/pubs/adastatute08.htm>
- (3) Section 508 of the Rehabilitation Act:
<https://www.section508.gov/section508-laws>
- (4) Section 504 of the Rehabilitation Act of 1973:
<https://www.section508.gov/section-504-rehabilitation-act>
- (5) Software Accessibility Matrix: <http://buyaccessible.gov/content/VARC>
- (6) UT Student Disability Services webpage on how to make desktop and internally- developed non-web-based software ADA accessible:
<http://www.utoledo.edu/offices/student-disability-services/index.html>
- (7) Voluntary Product Accessibility Template form:
<http://www.itic.org/dotAsset/5644ecd2-5024-417f-bc23-a52650f47ef8.doc>
- (8) Telecommunications Act of 1996: <http://transition.fcc.gov/Reports/tcom1996.pdf>
- (9) World Wide Web Consortium's Web Content Accessibility Guidelines version 2.0: <http://www.w3.org/TR/WCAG/>

This Statement of Procedure is
Reviewed and authorized by:



Enjie Hall, Director of Campus Accessibility
and Student Disability Services

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