

LOS RIOS  
Community College District

ICT Accessibility Program

Status Report – March 1, 2018

# Agenda

- Review of Methodology
- Project Status
- Interviews and Data Collection
- Summary of Automated Web Page Analyses
- Draft ICT Accessibility Statement
- Draft Outline of ICT Accessibility Program

# Methodology

- Interview stakeholders
- Select and analyze representative samples of:
  - Web pages
  - LMS (Canvas)
  - ERP (PeopleSoft)
  - Documents
  - Applications
- Automated and manual testing (keyboard only, contrast, screen readers)
- Analyze, synthesize, and report the data

# ICT Accessibility Project Status

Task	Status	Mar	Apr	May	Jun	Jul	Aug
Interviews and data collection	In progress	**					
Select and analyze Web page accessibility	In progress	*					
Select and analyze ERP screen accessibility	Pending	**					
Select and analyze LMS course accessibility	Pending	**	*				
Select and analyze document accessibility	Pending	**					
Select and analyze application accessibility	Pending	**	*				
Summarize ICT accessibility analyses	In progress	*	*				
Write ICT Accessibility Program	In progress	*	*	*			
Write ICT Remediation Plan	Pending		*	*	*		
Write ICT Communications Plan	Pending		*	*	*	*	*

Legend	
Behind schedule	**
On time	*

# Interviews and Data Collection

- Conducted 37 interviews
  - ATF members, DSPS staff, Web masters, and DE coordinators at the district and colleges
- Four additional faculty members (in progress)
- Students and staff with disabilities (pending)

# Interviews – Additional Observations

- There is an increasing awareness among faculty of the need to make their course materials accessible.
- Many faculty **want** accessibility training.
- ARC offers accessibility training to faculty with sessions that usually fill.
  - Available to other colleges via Canvas/Zoom?
- Training should be provided for web developers.

## Interviews – Additional Observations (cont)

- CRC has neither staff nor processes to evaluate the accessibility of LMS content, for either online or F2F courses.
- Should include in accessibility scans:
  - Intranet documents.
  - Library webpages, including MY LIBRARY RECORD.

# Website Issue Report

- Automated analysis of five principle web sites:
  - District Office (losrios.edu)
  - American River College (arc.losrios.edu)
  - Cosumnes River College (crc.losrios.edu)
  - Folsom Lake College (flc.losrios.edu)
  - Sacramento City College (scc.losrios.edu)
- Over 29,200 Web pages and over 1,128,200 links.
  - HTML code, CGI, PHP, PDF, and documents.

<b>DO</b>	<b>ARC</b>	<b>CRC</b>	<b>FLC</b>	<b>SCC</b>	<b>Total</b>
814	10,452	12,651	4,412	10,162	38,491



# Broken Links/Errors

DO	ARC	CRC	FLC	SCC	Total
37	1,684	5,657	1,458	2,258	11,094

- Image has the wrong file extension or mime type.
- Image is corrupt.
- Link is broken - goes from an “http://” web page to a “file://” address.
- Link is broken - target could not be loaded due to an HTTP error.
- Page contains placeholder text such as Lorem Ipsum, CHANGEME, FIXME or TODO.
- SSL certificate on the target server has expired or is invalid.

# Accessibility Problems

DO	ARC	CRC	FLC	SCC	Total
348	3,590	7,623	1,830	3,069	16,460

- “A” elements must contain text or an IMG with an ALT attribute.
- ALT text should not be an image file name.
- ALT text should not contain placeholders like “picture” or “spacer”.
- Document title must not be blank.
- Headings must be nested correctly. E.g., H2 must appear after H1, H3 after H2 etc.
- Information conveyed with color must also be made available without color
- ONCLICK handlers should have an equivalent ONKEYPRESS handler.

# Browser Compatibility Issues

DO	ARC	CRC	FLC	SCC	Total
11	17	301	14	1,077	1,420

- Flash is disabled in Safari 10, and not supported on mobile devices including iPhone/iPad and Android 4.1 or later.
- Internet Explorer, Chrome and Firefox display a security warning when a secure https:// web page includes http:// content.
- SVG images are not supported in Internet Explorer 8 and older Android devices.
- Page contains a link using the tel: protocol.
- Page has no doctype which triggers quirks mode in IE, Firefox and most other browsers.

# Search Issues

DO	ARC	CRC	FLC	SCC	Total
63	1,562	5,621	1,191	1,832	10,269

- ALT text is stuffed with keywords that users are unlikely to view.
- Google recommends separating keywords in URLs by dashes instead of underscores.
- Google, Bing and Yahoo recommend all pages have a TITLE element.
- Page has more than one H1 element, which violates Bing webmaster guidelines.
- Page has no H1 element, which violates Bing webmaster guidelines.
- Page title is not unique.
- Search engines may penalize text too small to be seen.

# W3C Standards Issues

DO	ARC	CRC	FLC	SCC	Total
61	1,542	5,606	1,418	2,819	11,446

- An attribute specification must start with a name or name token.
- Bad value for attribute “height.”
- Document type does not allow element "caption" here.
- Duplicate ID - the same ID is used on more than one element.
- Element "FONT" undefined.
- No space between attributes.
- Stray end tag 'strong'.
- The 'align' attribute on the 'table' element is obsolete.

# Usability Issues

DO	ARC	CRC	FLC	SCC	Total
60	1,613	5,783	1,514	2,462	11,432

- Have a link labeled 'Home' on every page on the site, except for the home page.
- An active 'Home' link on the home page makes some users think that it's not the home page.
- Page has no title.
- Avoid underlined text - people will click on it and think it's a broken link.
- IMG WIDTH or HEIGHT attributes missing means page text jumps about as images load.
- Users should be able to quickly look at each link and tell where it goes.
- Use at least a 12-point font on all Web pages.

# ICT Accessibility Statement

## ➤ Purpose

- Clear declaration of LRCCD's commitment to a level of accessibility.
- Summarize standards and guidelines LRCCD will follow.
- Note any interim exceptions.
- Offer mechanism to provide feedback and report problems.

## ➤ Deployment

- Easily and visibly available from every Web page, LMS course, and document repository.



# Draft ICT Accessibility Statement

The Los Rios Community College District (LRCCD) and its four colleges are committed to creating an accessible community, that is, one that provides websites, course materials, documents, and applications that are accessible to all current and future students, faculty, staff, and other constituents.

Los Rios information and communication technologies (ICT) adhere to accessibility standards such as the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 AA, Sections 504 and 508 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act.



# Draft Accessibility Statement (cont)

For students with disabilities, the Los Rios colleges are committed to providing appropriate academic and administrative accommodations that support the fundamental nature of their educational programs through our Disability Support Programs and Services (DSPS) Offices.

While we strive to adhere to accepted guidelines and standards for usability and accessibility, it may not always be possible to do so. Should you experience difficulty accessing any Los Rios electronic information or resource, or wish to provide feedback or suggestions, please contact us at [XXX@losrios.edu](mailto:XXX@losrios.edu).

# Contact Information for DSPS Offices

College	DSPS Website	DSPS Location	Phone
ARC	<a href="#">ARC DSPS Website</a>	North Entrance of Student Services	(916) 484-8798
CRC	<a href="#">CRC DSPS Website</a>	Portable P-48	(916) 691-7275
FLC Main Campus	<a href="#">FLC DSPS Website</a>	Aspen Hall, FL1-36	(916) 608-6611
El Dorado Center	None	B-121	(530) 642-5630
SCC	<a href="#">SCC DSPS Website</a>	Student Services	(916) 558-2087

# Current Accessibility Feedback Provisions

Site	Feedback/Input Mechanism
District	do_pio@losrios.edu
ARC	WebAccessibility@arc.losrios.edu
CRC	<a href="http://crc.losrios.edu/go/accessibility-feedback">http://crc.losrios.edu/go/accessibility-feedback</a>
FLC	<a href="http://www.flc.losrios.edu/accessibility-issues">http://www.flc.losrios.edu/accessibility-issues</a>
SCC	SiteFeedback@scc.losrios.edu

# ICT Program Outline

- Accessibility Statement
  - Statement of LRCCD's commitment, vision, and goals to achieve ICT accessibility.
- Accessibility Policies
  - Guiding principles and formal rules to achieve LRCCD's accessibility goals.
- Accessibility-Related Regulations
  - Work processes, procedures, articulated tasks, and responsibilities that LRCCD will assume to prevent and remove barriers to accessibility.

# Next Steps

- Identify and analyze ICT for
  - Web Pages
  - ERP Screens
  - LMS Courses
  - Documents
  - Applications
- Write ICT Program
- Write ICT remediation plan
- Write ICT communication plan

# Questions, Comments, Discussion

