Digital Accessibility
Review Process

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Quick History

- 2016 - OCR complaint
- 2017 - Online Accessibility Working Group
- 2018 - Initial review process w/ Procurement and AP
- 2020 - Combined the process with ITS
- 2021 - New office and positions

IT-100

- Combines three reviews
  - Data Security
  - Data Governance
  - Digital Accessibility
- Joint effort between ITS & ADA office
- Still required for zero $$ items
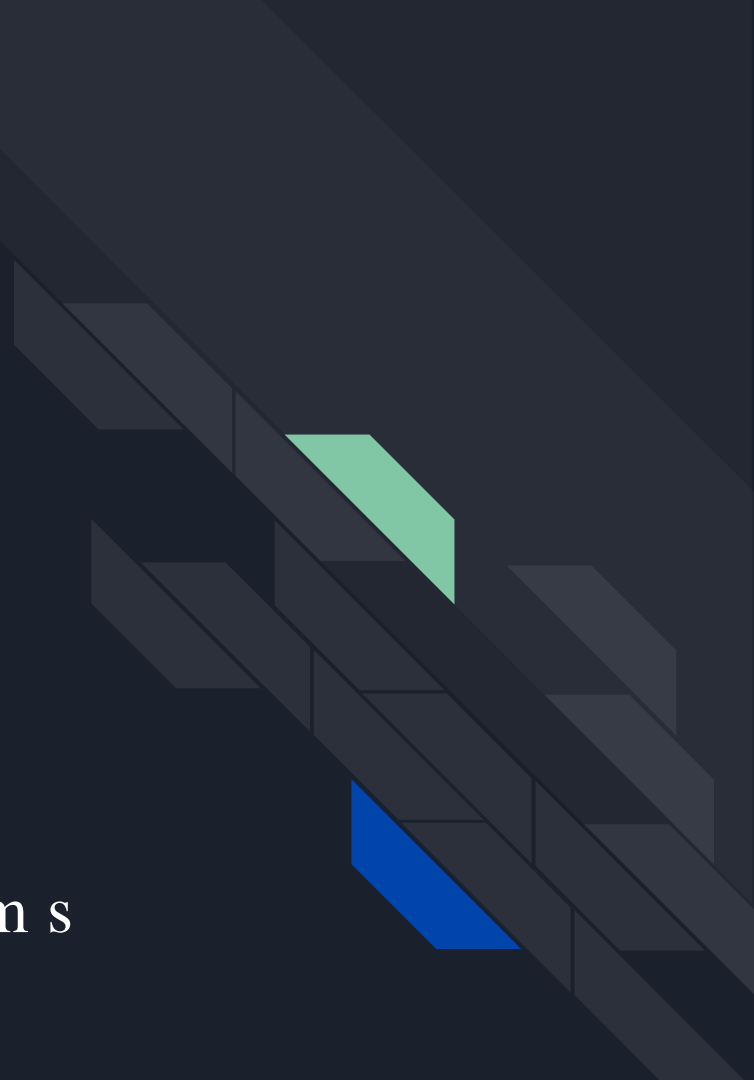
Digital Accessibility Requirements

Voluntary Product Accessibility Template (VPAT)

- Must be less than 3 years old
- Must be utilize either WCAG or Section 508
  - https://www.itic.org/policy/accessibility/vpat
- Should indicate successful or partially successful for most Lvl A and AA
- Should include remediation timeline for identified issues

Accessibility Statement

- Can be submitted in lieu of VPAT for a one-year grace period while creating or updating VPAT
- Will not be accepted for multi-year contracts

Digital Accessibility Requirements

Equally Effective Alternate Access Plan (EEAAP)

- A plan to address how accommodations can be requested and administered should an individual experience a barrier due to a disability when trying to utilize a digital product or service
- Should always include the primary point of contact and contact information

Centrally Managed, Departmentally Supported Products

- In instances where a product is purchased at the institutional level, but where access or licenses are disseminated by departments, the departments are responsible for providing the contact information and support

Exceptions

Single User or Low User Count

For single-users, approval will always be granted, as the requestor is considered to be their own advocate regarding their accessibility needs. For products being used by fewer than 10 people, the review process is much less stringent, as that is a very controlled user pool. If the product is only being used by a single person, but that person is a professor using it for instructional purposes, we do apply the higher standards.

GIS / Industry Standards

Some industries are recognized as not being ADA compliant, with an understanding that the nature of the product and/or work it is being used for does not meet the standards. Currently, only GIS data is precluded from meetings ADA standards. We do consider program requirements and technical standards during the review process. (more on that in a moment)

Common Mistakes

"*The vendor is waiting until their product is compliant to create a VPAT*"

A VPAT is intended to serve as both a measure of accessibility for LSU and as a roadmap for continued improvement for the vendor. We do not expect perfection, just a commitment to accessibility.

"*The vendor isn't subject to ADA because they are not in the US*"

While the vendor may not be subject to ADA, LSU most definitely is. Country origin of the product does not matter (and neither does size).

"*Vendor: no other institution is asking for a VPAT*"

…

Common Mistakes

"*There is no alternative access*"

While not every scenario can be foreseen, there must at least be a departmental contact listed for the user to work with in order to overcome any barriers experienced due to a disability.

"*The user should contact the vendor for assistance*"

Alternative access is not something that is delegated to the vendor. If the vendor needs to be involved, the LSU point of contact should work with the end-user to coordinate and facilitate support .

Vendor Meetings

I am happy to work with the requestor or their designee to meet with the vendor, discuss our requirements, and help provide a better understanding of our process. This has proven helpful on several occasions already.

There are two non-negotiable requirements:

- The requestor or their designee must make the arrangements and coordinate the meeting
- The requestor (preferred) or their designee **must** attend the meeting

Roadmap

We are still refining the process!

- Better documentation
- Pre-approved vendors/products
- Program technical standards
- LSU webspace review and clean-up
- Transition assessment and planning

Questions & Comments

Contact me at:
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