

Introduction

Syracuse University has significantly advanced its technology resources in alignment with the 2015 Academic Strategic Plan, in support of student success. The plan integrated campus efforts and resources to improve outcomes. High-tech vendors deliver applications to HED through cloud-based services that mostly depend on web browsers as the primary user interface. Orange SUccess, a web based advising tool was rolled out in spring 2016 and **accessibility issues occurred after the contract had been signed**. This session will present how a campus-wide initiative managed the expectations of users and vendors, through collaboration, while maintaining compliance. Learn about the challenges we face and how we overcome them.

Ask for Help in Orange SUccess

Commitment to Accessibility & Universal Design for Learning

Hobsons' has committed to conduct voluntary bi-annual reviews of the product which will include:

- Full testing of all pages with all tools (See Scope & Tools)
- Updating of VPAT (with every major release)

“As an ongoing commitment to accessibility for all Starfish users, Starfish will follow WCAG 2.0 AA guidelines. Additionally, we seek to address how testing will be completed, schedule for testing and related tools, and remediation strategies. We will work as a partner with our clients”

Hobsons Accessibility Commitment

<http://OrangeSUccess.syr.edu>



Accessibility For All Through the lens of “One University”

Take Aways

1. Do everything to help students, faculty, and staff.
2. Set up several avenues for obtaining feedback from users.
 - Refer issue to Hobsons for prioritization.
3. Confirm Orange SUccess meets and in many cases exceeds their commitment.
4. Assure your campus that Hobsons has been highly responsive in prioritizing repairs to aspects of the product that create challenges for our disabled users.
5. Don't compel faculty members to use any particular piece of technology.

Institutional Challenges Require Institutional Responses

Nurture a Community of Practice

Outreach to Units Across Campus

Poster Session Objectives

Understand the Values and Culture of Syracuse University

How to Partner with the Vendor?

Take Proactive Measures

Share Best Practices

Statistics

US Census Bureau 2010
19% of the US Population has a disability- Vision, Hearing, Limited Mobility or Dexterity.
1 out of 5 students, faculty and staff may have a disability.

Trust, but Verify “..purchase decisions should not be based on VPATs alone. VPATs can be out of date or quite inaccurate (note the first word in VPAT is ‘voluntary’).”

Syracuse University Community of Practice

American Sign Language/CART
Chancellor's Workgroup on Diversity & Inclusion
Beyond Compliance Coordinating Committee
Burton Blatt Institute of Disability Studies
Disability Cultural Center
Disability Law and Policy Program
Disability Rights Clinic (College of Law)
Disability Studies (Program)

Information Technology Analyst - Accessibility
Technology Accessibility for all
Office of Disability Studies
Office of Equal Opportunity, Inclusion & Resolution Svcs.
Taishoff Center for Inclusive Higher Education
The Inclusion Institutes (SOE)
SU Libraries - Accessibility

The Information and Communication Technology (ICT) Accessibility Policy went into effect on January 1st, 2018. The purpose of the policy is to ensure that members of the Syracuse University community and their guests can effectively access University content and information and communication technologies.