Is My Agency Accessible?
Does It Have to Be?

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Digital Accessibility Administrator
Donna.Lettow@maryland.gov
“Accessible”

Something that is:

- Obtainable
- Usable
- Understandable
Accessibility in the “Built Environment”
“Digital” Accessibility?

Communication/Information that is:

n Obtainable
n Usable
n Understandable
US Department of Justice says:

A person with a disability can:

- acquire the same information
- engage in the same interactions
- enjoy the same services as a person without a disability…
Acquire the Same Information
Engage in the Same Interactions
Enjoy the Same Services
US Department of Justice says:

…in an equally effective and equally integrated manner, with substantially equivalent ease of use.
US Department of Justice says:
The person with a disability must be able to obtain the information or perform the task as fully, equally and independently as a person without a disability.
Who Benefits from Accessibility?
Information Blind User Gets: “Blank.”
MARYLAND STATE DEPARTMENT OF EDUCATION
OFFICE OF HUMAN RESOURCES

SUBJECT: REASONABLE ACCOMMODATIONS FOR
INDIVIDUALS WITH DISABILITIES POLICY

APPROVED: [Signature]
State Superintendent

1. POLICY STATEMENT

1.1 It is the policy of the Maryland State Department of Education (MSDE) to ensure reasonable accommodations to facilitate the hiring and/or continued employment of qualified individuals with disabilities and temporary disabilities due to pregnancy within MSDE.

1.2 MSDE is dedicated to full compliance with the reasonable accommodation requirements of the Americans with Disabilities Act (ADA), and the Maryland law related to disabilities due to pregnancy or childbirth.

A paper document was scanned as an image, not OCR’ed or tagged as an accessible PDF.
Information Blind User Gets:

Please read this very important message:

To continue, hit ENTER.
Information Sighted User Gets:

Please read this very important message:

All of your email is about to be deleted!

To continue, hit ENTER.

No alternate text in the document/code to convey to a blind user what this graphic – literally a picture of text, not actual text – tells a sighted user.
Information Blind User Gets:
Information Sighted User Gets:
Information Blind User Gets:

“Edit. Type in Text.”
Information Sighted User Gets:

Form fields aren’t labeled properly to tell the blind user what text to type in the fields, so all the screen reader can tell them is:

“Enter. Type in Text.”
Who Benefits from Accessibility?
Information Low Vision User Gets:

The deadline for registration is June 15th.
Information Sighted User Gets:

The deadline for registration is June 15th.

Poor color contrast

Contrast has to be a ratio of 4.5:1 or better for people with low vision to be able to read it well. This is only 1.5:1.
Who Benefits from Accessibility?
Information Colorblind User

Gets:

<table>
<thead>
<tr>
<th>Project</th>
<th>Due Date</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web comparison report</td>
<td>September 15</td>
<td>X</td>
</tr>
<tr>
<td>Webinar materials</td>
<td>September 20</td>
<td>X</td>
</tr>
<tr>
<td>Survey questionnaire</td>
<td>September 23</td>
<td>X</td>
</tr>
</tbody>
</table>
Information NON-Colorblind User Gets:

<table>
<thead>
<tr>
<th>Project</th>
<th>Due Date</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web comparison report</td>
<td>September 15</td>
<td>X</td>
</tr>
<tr>
<td>Webinar materials</td>
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</tr>
<tr>
<td>Survey questionnaire</td>
<td>September 23</td>
<td>X</td>
</tr>
</tbody>
</table>
## Information ALL Users Can Get:

<table>
<thead>
<tr>
<th>Project</th>
<th>Due Date</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>Survey questionnaire</td>
<td>September 23</td>
<td>N</td>
</tr>
</tbody>
</table>
Who Benefits from Accessibility?
Information Deaf User Gets:
Information Hearing User Gets:

Videos must have synchronized captions, as well as a written transcript or audio track describing what’s onscreen for the blind.
“...how to use fellows for evaluations and to ensure they are tall...”
Information Hearing User Gets:

“…how to use S.L.O's for evaluation and ensure they are a tool for…”

YouTube’s “automated captioning” is notoriously inaccurate. When Google’s robots try to guess what your speakers are saying, they will guess **WRONG**!
Who Benefits from Accessibility?
Who Benefits from Accessibility?
Information a User Who Can’t Use a Mouse Gets:

From an online course in Maryland schools:

**Essential Questions**

- How does the use of computers support how we live today?
- What changes in infrastructure have occurred because of innovation in computing devices?
- What is the **Digital Divide** and how does it affect a person’s ability to compete in today’s global marketplace?
Information a User Who Uses a Mouse Gets:

Students who can’t use a mouse and must navigate using the keyboard can’t access important definitions by hovering with a mouse.

Essential Questions

- How does the use of computers support how we live today?
- What changes in infrastructure have occurred because of innovation in computing devices?
- What is the Digital Divide and how does it affect a person’s ability to compete in today’s global marketplace?
- What are beneficial and harmful aspects of innovation?
- What careers are going to be in high demand in the future?
- What is intelligent behavior? How is it related to modeling and robotics?
- digital divide

The virtual line drawn between people and cultures that have access to computers and those who do not.
Functionality a User Who Can’t Use a Mouse Gets:
Functionality a User Who Uses a Mouse Gets:

People who can’t use a mouse because of mobility issues or because they’re blind can’t activate the button that lets them enter their time into their company’s payroll system.
How does this apply to me and my agency, organization, CRP?
Are You a Federal Agency?
Are You a Federally Funded Program?

Section 508 of the Rehabilitation Act of 1973, as amended
(29 U.S.C. § 794 (d))
Are You a Maryland State Agency?

Maryland IT Nonvisual Access Regulatory Standards (COMAR 14.33.02.01-.12)
I’m Not a Government Agency, so I’m Exempt, Right?
Americans with Disabilities Act (ADA)

- Title I: Employment
- Title III: Public Accommodations & Commercial Facilities
How Can I Check My Website?
Put aside your mouse and see if you can use your website just by moving around with the keyboard.

nomouse.org
No Mouse Challenge

- Can I access all features?
- Can I operate all the buttons, sliders, and other controls?
- Can I easily tell where I am on the page?
No Mouse Challenge

- Example 1: DORS Website
dors.maryland.gov

- Example 2: Humanim Website
www.humanim.org
Manual Media Checks

- Do videos have captions?
- If so, are they accurate?
- Are audio descriptions or written description documents also available?
Manual Media Checks

- Example 1: DORS Website
dors.maryland.gov/consumers/benefits/Pages/SI_SSDI.aspx

- Example 2: National Parks Service Website
nps.gov/media/video/view.htm?id=ED6D94AF-07E4-5C42-CCEE7C0991198701
Alternate Text

- Does the graphic have alternate text?
- Does the alternate text give the blind user the same information the sighted user gets from the graphic?
Alternate Text

- alt="Partially submerged otter"
- alt="sandiego-zoo-otter57.jpg"
Testing Toys

DORS Website > Resources > Presentations > MSDE Accessibility Materials

or
go.usa.gov/xEEBH

FireFox browser preferred
Alt tags

- Example 1: MSDE Publications Website
  marylandpublicschools.org/about/Pages/OCP/Publications/index.aspx

- Example 2: The Arc Baltimore Website
  thearcbaltimore.org
How difficult is the text to read in grayscale?
**WCAG Contrast Checker**

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**Strengthened by Alliant Studios**

### WCAG 2.0 - Contrast checker

<table>
<thead>
<tr>
<th>Contrast</th>
<th>Size</th>
<th>Elements</th>
</tr>
</thead>
<tbody>
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<td>large</td>
<td>10 [button, a]</td>
</tr>
<tr>
<td>× 1</td>
<td>small</td>
<td>6 [button, span]</td>
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<tr>
<td>× 1.12</td>
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<tr>
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<td>small</td>
<td>3 [h3, span, img]</td>
</tr>
<tr>
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</tr>
<tr>
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<td>small</td>
<td>4 span</td>
</tr>
<tr>
<td>× 3.03</td>
<td>small</td>
<td>1 p</td>
</tr>
<tr>
<td>× 3.14</td>
<td>small</td>
<td>3 a</td>
</tr>
<tr>
<td>✔ 3.54</td>
<td>large</td>
<td>6 span</td>
</tr>
</tbody>
</table>

![WCAG 2.0 - Contrast checker](image-url)
Documents

- If a document/attachment is on your website, it must be accessible, just like the web pages themselves must be accessible.
- If you’re distributing a document and you don’t know all the potential recipients personally, it must be accessible.
Testing Toys

Microsoft Office Accessibility Checker

File > Check for Issues > Check Accessibility
Converting a PowerPoint Presentation to Plain Text for Braille

1. Starting in PowerPoint, save the presentation as an Outline/RTF file. Here are the screens in PowerPoint 2007:

What is DORS?

DORS provides vocational rehabilitation services in throughout the state:

MARYLAND STATE DEPARTMENT OF EDUCATION

EQUITY AND EXCELLENCE
PDFs

If a document passes the Word Accessibility Checker, the resulting PDF should be accessible.
Read Out Loud

- Example 1: Accessible PDF
  Pulse012019.pdf

- Example 2: Scanned PDF
  Pulse012019-scanned.pdf
“Scan to PDF”

A scanned paper document is generally NOT accessible.

It is a photograph of a piece of paper.
“Generally?”

There are exceptions:

- See if scanner can be set to do “OCR” (Optical Character Recognition) or create a “searchable” PDF.
- Scan directly from Adobe Acrobat, set configuration for OCR or “searchable.”

Both require crystal clear, crisp, legible, sharp paper documents!
Accessible Forms

If you expect people to print your form and fill it out with a pen on paper, it’s not accessible.
# Accessible Forms

**BACKGROUND INFORMATION**

Consumer’s name ________________________________  SS# XXX-XX __________

Address ____________________________________________

Home Phone # ________________________________  Cell Phone # ________________________________

Ex-offender ____ Yes ____ No  History of substance abuse  ____ Yes ____ No

Driver’s license ____ Yes ____ No  Access to vehicle ____ Yes ____ No

Access to public transportation ____ Yes ____ No

If you type some words and some lines in a Word document, that’s still not an accessible form.
Accessible Forms

BACKGROUND INFORMATION

Consumer’s name __John Jacob Smith______________________________ SS# XXX-XX
__123-45-6789____________

Address 1600 Pennsylvania Avenue Baltimore MD 21202 ________________________________

______________________________

Home Phone # __410-555-1212__________________________ Cell Phone # __410-555-
1213____________________________

Ex-offender ___x__ Yes ___ No History of substance abuse ___x__ Yes ___ No

It’s just a mess.
Accessible Forms

If you put fillable form fields in a Word document so it can be filled in on a computer and used by a screen reader, that’s an accessible form.
Accessible Forms

Zip Code *

[Input field]

County of Residence *

- Allegany County
- Anne Arundel County
- Baltimore City
- Baltimore County

Consider using an accessible survey service like SurveyGizmo or Survey Monkey.
Questions?