

DOCUMENT AND CONTENT ACCESSIBILITY

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- EIU FDIC- Faculty Development and Innovation Center as an ISTS-Instructional Support Training Specialist

Similarly to how a municipality ensures the smooth operation of a city's government, by providing support, guidance, and training

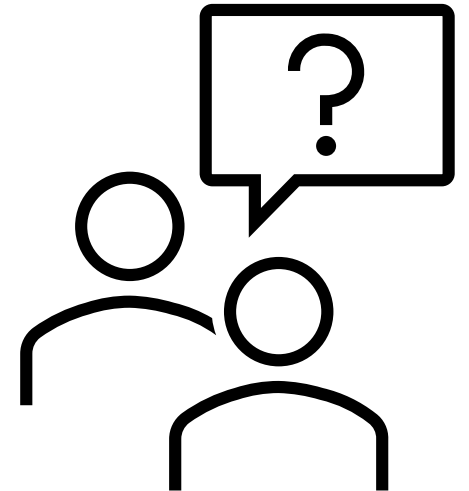
An Instructional Support Training Specialist plays a vital role in facilitating the efficient and effective use of educational technologies and supporting faculty in their instructional endeavors.

REACH OUT!

- As an ISTS we are working collaboratively with faculty members across campus, we help implementing strategies to enhance the quality of digital materials.

Focusing on accessibility, this includes:

- Training faculty on best practices for creating accessible content
 - Providing accessible tools and templates
 - Establishing accessibility standards and guidelines
 - Offering ongoing support and resources for faculty
- However, this is not limited to those individuals in education, this applies to all professions.
 - Please seek the resources you have around you



BEFORE WE BEGIN

- Smartphone connected to the internet
- If you do not have a smartphone, please work with someone around you
- Scan QR for Microsoft Forms link
- PowerPoint available using QR code

Municipal Document & Content
Accessibility QA Form presented
by Keerthana Saraswathula



AGENDA

- IMPORTANCE OF DIGITIZATION
- DIGITAL ACCESSIBILITY
- ADA TITLE II REGULATIONS AND WCAG 2.2 AA STANDARDS
- ACCESSIBLE DIGITAL CONTENT
- COMMUNICATION AND COLLABORATION
- DIGITIZING DOCUMENTS
- DATA ANALYSIS AND VISUALIZATION
- REVIEW
- WE WILL HAVE ONE ACTIVITY WITHIN THIS SESSION

DO NOT WORRY



- Accessibility Benefits Us All
- It is a Team Effort
- A Continuous Journey, be open to feedback
- Find Support and Resources
- Begin taking steps to ensure accessibility now to avoid delays and ensure compliance by the applicable deadline.



Advantages:

01

**Digital
Accessibility-**
Global Access

02

Efficiency-
Quality of data

03

Preservation-
Longevity of
important
information

04

Innovation- leads
to the
development of
new technologies

IMPORTANCE OF DIGITIZATION

Digitization is the process of transferring traditional, physical information into a digital, computer-readable format

DIGITAL ACCESSIBILITY

What does this mean?

Digital accessibility refers to the design and development of digital products, services, and content that are usable by people with disabilities. It ensures that everyone, regardless of their abilities, has equal access to information and opportunities.

Why?



Inclusion

**Legal
Compliance**

**Improved
User
Experience
(UX)**

**Social
Impact**

ADA TITLE II REGULATIONS

ADA Title II primarily addresses state and local government entities, public accommodations, and transportation services.

It prohibits discrimination on the basis of disability.

This includes ensuring that these entities are accessible to individuals with disabilities.



According to Federal Registrar Document:

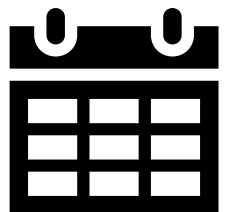
Nondiscrimination on the Basis of Disability; Accessibility of Web Information and Services of State and Local Government Entities

Compliance dates

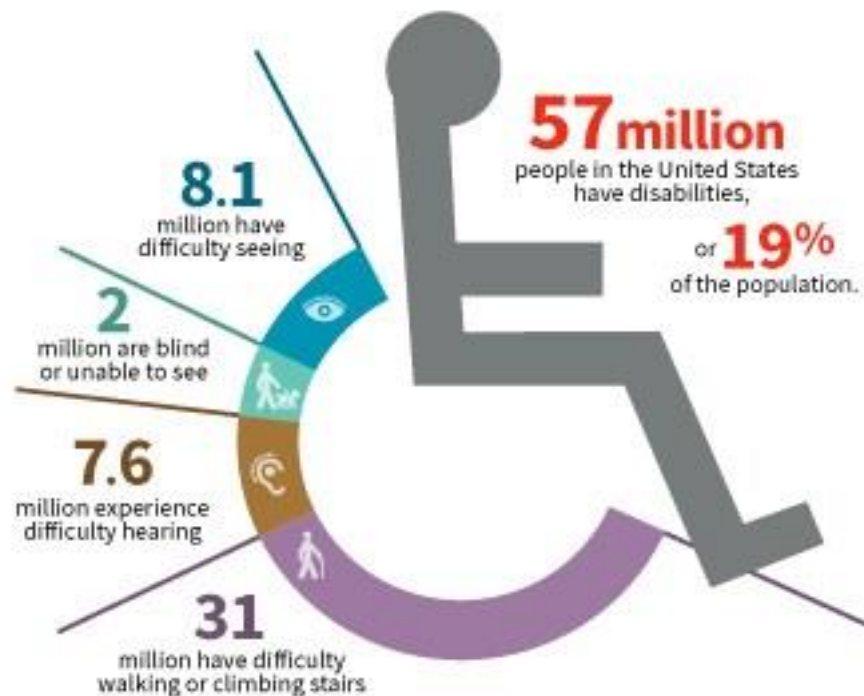
- **Public entities with a population of 50,000 or more:** Must begin complying by **April 24, 2026**.
- **Public entities with a population of less than 50,000 or that are special district governments:** Must begin complying by **April 26, 2027**.

Therefore, it is advisable for state and local governments to begin taking steps to ensure that their websites and other services are accessible to individuals with disabilities as soon as possible.

Link is active for more information on this regulation



American Disabilities



State and local governments must ensure that their programs, services, and activities, including digital accessibility, are accessible to individuals with disabilities.

To comply, there are 4 main categories

- Website Accessibility
- Public Meetings and Services
- Accessibility of Public Facilities
- Training and Outreach

By following these requirements, state and local governments can create a more inclusive and equitable environment and ensuring that digital content and services are accessible to all.

These are my recommendations to move forward

WEBSITE / APP ACCESSIBILITY

State and local governments must ensure that their websites are accessible to individuals with disabilities. This means designing and developing websites that are usable by people with visual, auditory, motor, cognitive, or other impairments.

- Including "legacy content" that is frequently accessed

Suggestions:

- **Structure websites for cognitive disabilities and assistive technology users**
- **Provide alternative text for all images and videos**
- **Avoid using flashing or flickering elements**
- **Ensure that websites are compatible with screen readers**
- **Provide keyboard navigation for all website features**
- **Avoid using CAPTCHA or other forms of verification that can be difficult for users with disabilities**
- **Reasonable Accommodations**
- **Effective Communication**
- **Regularly test the accessibility of your website**

PUBLIC MEETINGS

State and local governments must communicate effectively with people who have hearing, vision, or speech disabilities

Suggestions:

- **Provide accommodations**
- **Give accessible notice**
- **Consider the physical accessibility of the meeting location**
- **Provide accessible seating arrangements**
- **Create a welcoming and inclusive atmosphere**



ACCESSIBILITY OF PUBLIC FACILITIES

State and local governments should aim to follow specific architectural standards when constructing or altering buildings. They can also provide access to older buildings that are inaccessible or relocate programs.

Suggestions:

- **Physical Accessibility**

Ensure buildings are accessible with ramps, elevators, and accessible restrooms.

- **Information Accessibility**

Provide information in accessible formats like Braille or large print. Use clear and legible signage.

- **Technology Accessibility**

Ensure technology, including online services and public computers, is accessible to people with disabilities.



TRAINING AND OUTREACH

State and local governments must prioritize training and outreach to ensure that their staff and the public are aware of accessibility requirements and best practices.

This includes providing training on the ADA, WCAG, and other relevant standards, collaborating with disability organizations, and monitoring and evaluating accessibility efforts.

Suggestions:

- **Train staff on accessibility best practices**

Provide training on the ADA, WCAG, and other relevant accessibility standards.

- **Involve individuals with disabilities**

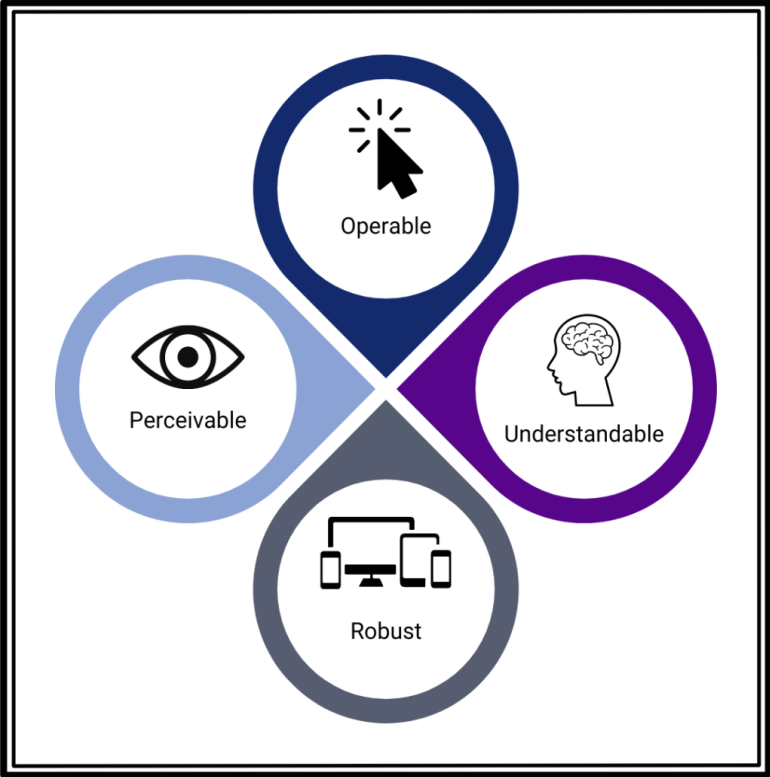
Collaborate with disability organizations and individuals with disabilities to get feedback and ensure that accessibility initiatives meet their needs.

- **Monitor and evaluate accessibility efforts**

Regularly assess the accessibility of your website, public meetings, and services to identify areas for improvement.



WCAG 2.2 AA



WCAG 2.2 AA

- **The new ADA Title II regulations legally mandate that all US state and local government websites and mobile applications meet the Web Content Accessibility Guidelines (WCAG) 2.2 at Level A and AA**
- **WCAG 2.2 AA** is a set of guidelines established by the Web Content Accessibility Guidelines (WCAG) Working Group to ensure that web content is accessible to people with disabilities.
- These standards aim to provide a baseline for web accessibility, making it easier for people with disabilities to use the internet.
- [Link is active for more information](#)

We will cover examples of these in a few slides

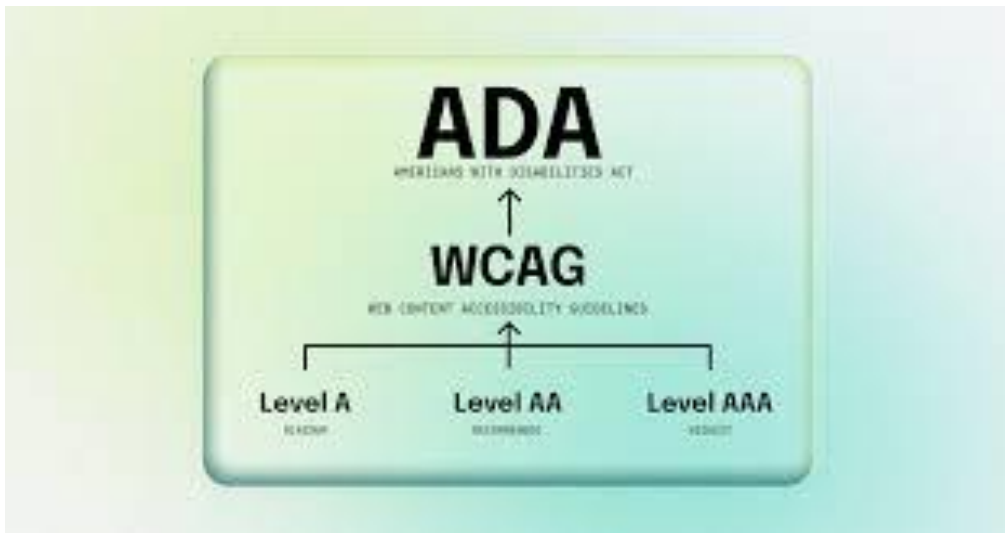
LEVELS OF WCAG 2.2

- What makes it....

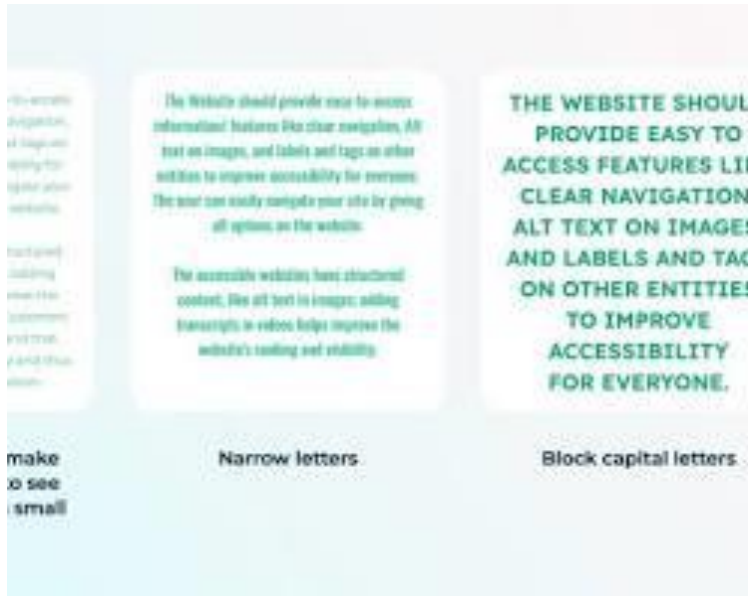
Level A- basic level of accessibility

Level AA- Builds upon Level A and includes additional requirements to make content more accessible

Level AAA- Represents the highest level of accessibility



EXAMPLES



Level A:

Color Contrast:

Website with high-contrast text and clear labels

web.aim for color contrast Ratio



Level AA:

Timeouts:

Users should be able to extend, change, or disable the time limit

[More Info](#)



Level AAA:

Responsive Design:

Website with a clean and uncluttered layout on both cell phone and PC

[How to and Why](#)

ACCESSIBLE DIGITAL CONTENT



ACCESSIBLE DIGITAL CONTENT

Why is it important?

This is not only a legal requirement but also a fundamental principle of inclusivity and equity.

By making their digital content accessible, governments create a more inclusive community where everyone feels valued and empowered.

Digital content can include; audio, video, digital, and print material

The WCAG 2.2 AA outlines four principles for creating accessible content of all formats:

1. Perceivable
2. Operable
3. Understandable
4. Robust

The following are examples of how these principles can be applied:

FOUR PRINCIPLES FOR CREATING ACCESSIBLE CONTENT

Perceivable

- **Alternative Text**

le. An image of a dog playing fetch in a park with the alternative text "A golden retriever dog catching a frisbee in the air"

- **Color Contrast**

le. A dark blue text on a light-yellow background

- **Audio Descriptions**

le. A video of a person baking a cake with audio descriptions explaining the steps and ingredients used

- **Captions**

le. A video of a news broadcast with captions providing the spoken words in text format



Alt text:

A calico cat with orange, black, and white patches sitting in the grass. Looking directly at the camera

FOUR PRINCIPLES FOR CREATING ACCESSIBLE CONTENT

Operable

- **Keyboard Accessibility**
- **Ie.** A person with limited hand mobility can easily navigate a website using only their keyboard, without needing to use a mouse
- **Focus Indicators**
- **Ie.** A person with low vision can easily identify the active element on the screen using clear visual focus indicators
- **Responsive Design**
- **Ie.** A person with visual impairments can zoom in on text and images without the content becoming distorted or inaccessible



Keyboard Accessibility:

Represents the use of a screen reader to navigate and interact with a website using only the keyboard.

FOUR PRINCIPLES FOR CREATING ACCESSIBLE CONTENT

Understandable

- **Readable Content**

ie. Use a sans-serif font with a clear and legible typeface.

- **Consistent Navigation**

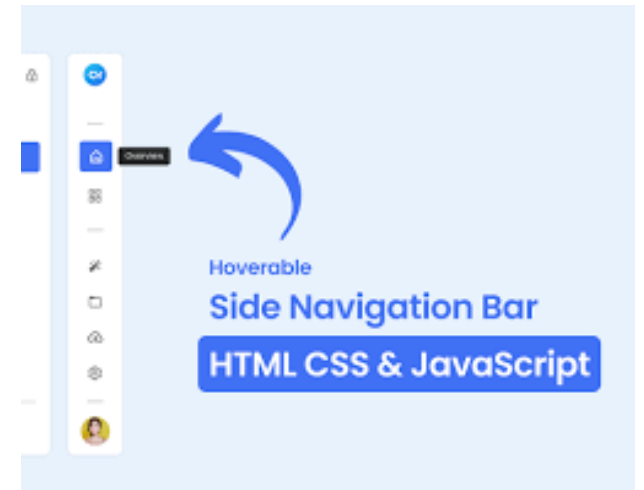
ie. Use a predictable layout for menus and navigation links.

- **Error Prevention**

ie. Allow users to save their progress periodically to avoid losing data in case of errors or interruptions.

- **Meaningful Labels**

ie. Ensure that labels are clearly associated with their corresponding form fields, especially for screen reader users.



Consistent Navigation:

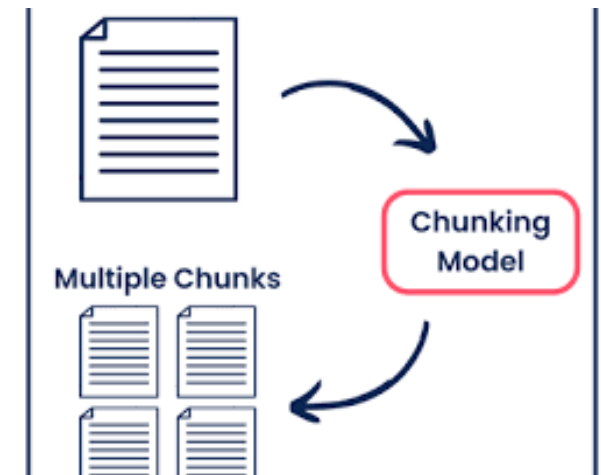
Website with a navigation menu that collapses and expands on hover.

Uses known icons to relate

FOUR PRINCIPLES FOR CREATING ACCESSIBLE CONTENT

Robust

- **Compatible with Assistive Technologies**
- **le.** Test the website with various assistive technologies (e.g., screen readers, screen magnifiers, speech-to-text software) to identify and address any compatibility issues.
- **Future-ready design**
- **le.** Keep up with web development best practices and update the website regularly to address compatibility issues and security vulnerabilities
- **Alternative Formats**
- **le.** Provide transcripts for audio and video content to benefit users with hearing impairments.



Future-ready design:

Website with information chunked into smaller sections

ACCESSIBILITY CHECKERS

- Software tools designed to identify and address barriers that may prevent people with disabilities from accessing or fully using digital content.
- These tools can help ensure that websites, applications, and other digital resources are inclusive and accessible to everyone. However, they vary in their capabilities and effectiveness.

Automated Checkers

Manual Testing

Expert Review

MICROSOFT 365

Microsoft Word

- Accessibility Checker

Purpose: Automatically scans documents for accessibility issues.

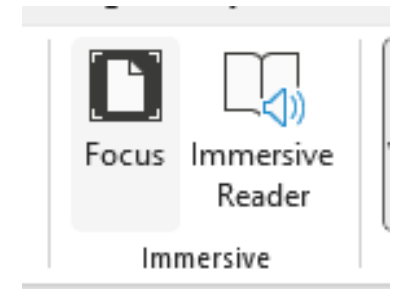
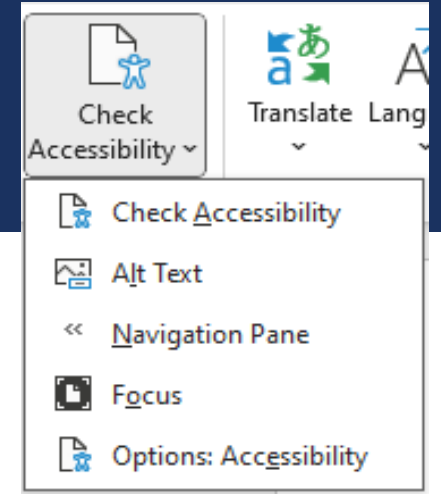
Example: When you open the Accessibility Checker in Word, it provides a list of potential problems, such as missing alternative text for images, low contrast text, or lack of headings.

- Immersive Reader

Purpose: Provides a distraction-free reading experience with customizable options.

Example: Immersive Reader in Word allows you to adjust font size, line spacing, text color, background color, and even listen to the text read aloud. This can be helpful for users with visual impairments or dyslexia.

[Find More Tools Here](#)



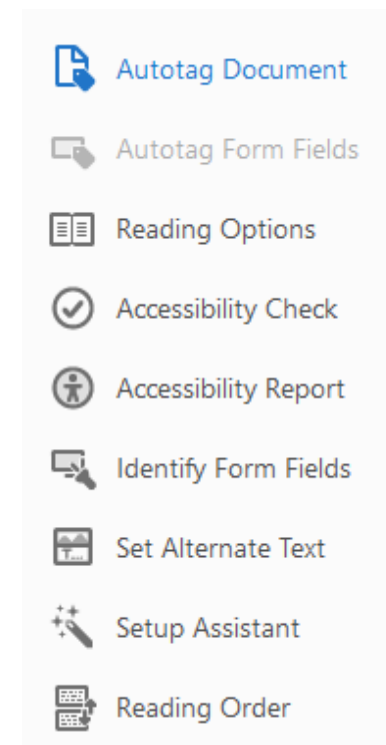
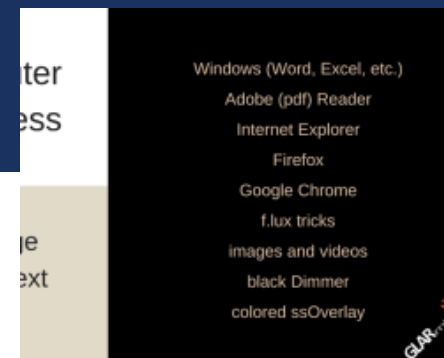
ADOBE CREATIVE CLOUD

Adobe Acrobat

- High Contrast Mode
- **Purpose:** This feature adjusts colors and contrasts to improve readability for users with low vision.
- **Example:** The background color might change to a dark shade, such as black or a deep blue.
- Reading Order
- **Purpose:** The reading order can be adjusted to ensure that the content is presented in a logical sequence, making it easier for users with cognitive disabilities to follow.
- **Example:** Consider a PDF document with a table, a paragraph, and an image.

By default, the reading order might be confusing. By adjusting the order to paragraph, table, image, the content is presented in a more logical sequence, making it easier to understand and follow.

[Learn More about accessibility Features](#)



NO WEB TEAM?

Even if you don't have a dedicated web team, you can still take steps to ensure your website is accessible.

Here are some tips:

- Use an accessibility checker
- Follow accessibility guidelines
- Seek expert advice
- Test with assistive technologies

ACCESSIBILITY CHECKERS EXAMPLES

The W3C (World Wide Web Consortium) is a great resources to keep updated with web standards and tutorials
This website has a markup validation service where you can upload a file, website, or direct text and it will validate.

- **Accessibility checkers**

Each program in Microsoft Office 365 has Accessibility Checkers and they all follow the WCAG and ADA

- **Deque's Accessibility Suite**

A comprehensive suite of tools for testing and auditing the accessibility of web applications and websites.

Free Chrome extension

- **Wave.webaim**

Is a powerful online tool that helps you assess the accessibility of web content.

It provides a visual overlay on web pages, highlighting potential accessibility issues and offering suggestions for improvement.

Including the color contrast checker

INTERACTIVE ACTIVITY

- Is this Accessible? What barriers do people with disabilities face in this situation?

Instructions:

Talk to the people around you, what would you do in these situation to ensure that what you do is accessible?

Join on your devices by typing **<https://curi.live>** in the browser

COMMUNICATION AND COLLABORATION



WHAT TO CONSIDER?

- Consider Cultural and Linguistic Diversity
- Recording Minutes
- Transcripts and Transcription Services
- Captioning Software

WHAT TO CONSIDER?

- Screen Reader Compatibility
- Shared Document Platforms
- Open Dialogue
- Use accessibility checkers

DO NOT WORRY



- Give yourself grace!
- We are all learning, and we must be patient with ourselves
- The first step is the hardest, once you do it makes it easier next time
- It is okay to be unaware of certain regulations and standards but willing to learn more and reach out to your resources will help

DIGITIZING DOCUMENTS



WHERE TO START?

- **Assess Document Volume and Types**
- **Identify users, external and internal**
- **Implement a Document Management System (DMS)**
- **Ensure Accessibility Compliance**

DIGITIZATION AND SCANNING GOVERNMENT DOCUMENTS

OCR (Optical Character Recognition)

- Extracting text from images
- Analyzes scanned images and extracts the text content
- Extracted text can then be edited, searched, and shared electronically
- Factors such as image quality, font type, and OCR software capabilities can influence accuracy

OER (Optical Engineering Recognition)

- Used to improve the quality of scanned images before OCR processing
- Involve tasks like enhancing contrast, and correcting distortions

Higher quality images generally lead to more accurate OCR results.

EXAMPLES

Creating Digital Archives:

- **Preservation**

OCR and OER can be used to digitize and preserve historical documents, creating digital archives for future generations.

- **Access**

Digitized archives can be made accessible to researchers, historians, and the public, promoting education and cultural heritage.

Managing Public Records Requests:

- **Efficiency**

OCR can automate the indexing and retrieval of public records, making it easier for citizens to access information.

- **Accessibility**

Digitized records can be made accessible online, improving transparency and citizen engagement

WHERE TO START?

- **Train Staff**
- **Create a representative sample**
- **Conduct Regular Audits**

DATA ANALYSIS AND VISUALIZATION



DATA ANALYSIS AND VISUALIZATION

Why?

- Data analysis and visualization are essential tools for municipalities because they provide valuable insights into the department's operations and help identify areas for improvement.
- By analyzing data, it is possible to make informed decisions, improve efficiency, and enhance the quality of services provided to their communities.

WHAT IS THE LINK TO ACCESSIBILITY?

- **Data analytics and visualization are crucial for improving accessibility in municipal operations.**
- By analyzing data on website usage, user behavior, and error rates, municipalities can identify and address accessibility barriers.
- This helps measure progress, make informed decisions, and ensure inclusive analysis.

Actionable Items:

- 1. Identify Accessibility Barriers**
- 2. Measure Accessibility Progress**
- 3. Make Informed Decisions**
- 4. Ensure Inclusive Analysis**

REVIEW

- The presentation emphasized the critical importance of accessibility in municipal government operations.
- It highlighted the need to comply with ADA Title II and WCAG 2.2 standards, which mandate accessible websites and digital content. Key topics included:

Digital Accessibility

ADA Title II Regulations and WCAG 2.2 AA Standards

Accessible Digital Content

Communication and Collaboration

Digitizing Documents

Data Analysis and Visualization

DO NOT WORRY



- Know you have been introduced to the concepts and have been provided examples
- What you do with this information is what will make the difference
- You got this!

RESOURCES

- <https://www.w3.org/TR/WCAG22/>
- [https://www.federalregister.gov/documents/2024/04/24/2024-07758/nondiscrimination-on-the-basis-of-disability-accessibility-of-web-information-and-services-of-state#:~:text=The%20Department%20of%20Justice%20\(%E2%80%9CDepartment,FOR%20FURTHER%20INFORMATION%20CONTACT:](https://www.federalregister.gov/documents/2024/04/24/2024-07758/nondiscrimination-on-the-basis-of-disability-accessibility-of-web-information-and-services-of-state#:~:text=The%20Department%20of%20Justice%20(%E2%80%9CDepartment,FOR%20FURTHER%20INFORMATION%20CONTACT:)
- <https://www.ada.gov/law-and-regs/regulations/title-ii-2010-regulations/>

THANK YOU!

- Please fill out the form provided on the QR code for any questions

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Accessibility QA Form presented
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