Information Technology Accessibility

Responsible Officer:	Chief Information Officer & VP – Information Technology Services
Responsible Office:	IT – Information Technology Services
Issuance Date:	8/27/2013
Effective Date:	7/14/2017
Last Review Date:	7/14/2017
Scope:	All UC Locations, to all members of the University of California community. Also applicable to Lawrence Berkeley National Labs to the extent that the provisions of this Policy are not superseded by those of the Department of Entergy

Contact:	Yvonne Tevis
Email:	Yvonne.Tevis@ucop.edu
Phone #:	(510) 987-0638

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I.   POLICY SUMMARY

The University seeks to deploy information technology that has been designed, developed, or procured to be accessible to people with disabilities, including those who use assistive technologies.

II.   DEFINITIONS

Accessible: Refers to the concept that people with disabilities are able to access and use a product or system, including with the help of assistive technologies. For example, an "accessible" Web site may be designed so that the text can be enlarged by the user, rather than having a fixed font size, or may be designed so that it can be interpreted and "read out loud" by screen reader software used by blind or low-vision people.

Accessible Information Technology: Information technology that has been designed, developed, or procured to be usable by, and therefore accessible to people with disabilities, including those who use assistive technologies.

Assistive Technologies: Adaptive, rehabilitative devices that promote greater independence for individuals with disabilities by changing how these individuals interact with technology. Examples include special input devices (e.g., head or foot mouse, puff-and-sip switches, speech recognition), screen-reading software, and screen magnifiers.

UC Location / Location: Physical sites with a University of California presence, including, but not limited to UC campuses, medical centers and UC managed national labs.

Usability: Refers to how easily, effectively, and efficiently users can use a product or system to achieve their goals, and how satisfied they are with the experience.

III.   POLICY TEXT

The University of California is committed to supporting an information technology (IT) environment that is accessible to all and in particular to individuals with disabilities. To this end, the University seeks to deploy information technology that has been designed, developed, or procured to be accessible to people with disabilities, including those who use assistive technologies. An accessible IT environment generally enhances usability for everyone. By supporting IT accessibility, the University helps ensure that as broad a population as possible is able to access, benefit from, and contribute to its electronic programs and services.

Under this Policy, all UC Locations must:

- Adhere to the UC IT Accessibility Requirements, including the establishment of an IT Accessibility Program.

- Develop, purchase and/or acquire, to the extent feasible, hardware and software products that are accessible to people with disabilities.

- Promote awareness of this Policy to all members of the University community, particularly those in roles that are responsible for creating, selecting, or maintaining electronic content and applications.

IV.   COMPLIANCE / RESPONSIBILITIES

A. Implementation of the Policy

Chancellors, Medical Center Directors, and Lawrence Berkeley National Laboratory Directors are responsible for facilitating and ensuring implementation of this Policy at their Locations.

The Vice President for Information Technology Services and Chief Information Officer is responsible for issuing and updating any requirements, standards or guidelines that support this Policy and shall facilitate regular communication among Locations to address consistent implementation of this Policy throughout the University of California.

B. Revisions to the Policy

The President is the Policy Approver for this Policy and has the authority to approve policy revisions upon recommendation by the Vice President for Information Technology Services and Chief Information Officer.

The Vice President for Information Technology Services and Chief Information Officer has the authority to initiate policy revisions and is responsible for regular reviews and updates.

V.   PROCEDURES

See Addendum A: Information Technology Accessibility Requirements

VI.   RELATED INFORMATION

- **University of California**
  - IMT-1300 Information Technology Accessibility Addendum A
  - [Electronic Accessibility at the University of California](#)
- **External**
  - [Americans with Disabilities Act](#)
  - [ADA as it applies to electronic information](#)
  - [Sections 504 and 508 of the Rehabilitation Act](#)
  - [Sections 504 and 508 as they apply to electronic information](#)
  - [Web Content Accessibility Guidelines (WCAG) 2.0](#)

VII.   FREQUENTLY ASKED QUESTIONS

Not applicable.

VIII.   REVISION HISTORY

July 14, 2017: Updated the Policy contact information and was remediated to meet Web Accessibility Guidelines (WCAG) 2.0.

August 1, 2013: The initial version of the Policy was issued.

Addendum A:
Information Technology Accessibility Requirements

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I.   POLICY SUMMARY

This addendum describes the minimum requirements for UC locations to comply with UC IMT-1300 - Information Technology Accessibility. Information technology is a dynamic field and these requirements are expected to be updated as technology and accessibility-related issues evolve.

II.   REQUIREMENTS

A. Information Technology Accessibility Program

The purpose of the IT Accessibility Program is to establish processes to address IT accessibility in a systematic fashion at each UC Location, using local structures and practices as appropriate. The Chancellor must designate an individual, and/or a committee to develop and oversee the Program and to promote coordination with systemwide IT accessibility initiatives. Any designated individual and/or committee must represent a broad range of functional areas and be able to address academic, research, and administrative concerns and needs.

Locations are encouraged to be innovative in addressing IT accessibility. At a minimum, the Program must include the following:

1. **Authority and Responsibility:** Assignment of roles, authority, responsibilities, and accountability for achieving policy compliance.

2. **Audience:** A strategy to address the different needs of the academic, research, and administrative functions and to support IT accessibility for decentralized academic and research activities.

3. **Prioritization:** A process to prioritize effort that takes into consideration local needs, practices and available resources, including providing access to centralized IT accessibility support.

4. **Design Process:** A strategy to incorporate accessibility into the design and authoring process of electronic information resources.

5. **Procurement:** A procedure to incorporate IT accessibility into the procurement process, including establishment of a formal means for evaluating the accessibility of products or systems under consideration for procurement.

6. **Training:** A training plan for personnel who develop and maintain electronic information resources, author web content, or make IT related purchases.

7. **Awareness Campaign:** A communication plan and campaign to raise awareness about IT accessibility.

8. **Compliance Monitoring:** Processes for monitoring compliance, including compliance with any standards listed in this Requirements document.

9. **Evaluation:** An evaluation process to measure the effectiveness of the Program.

10. **Exception Process:** A process for determining exceptions and for ensuring the development, documentation, and communication of effective alternate forms of access.

B. Standards

Compliance to standards listed in this section must be considered high priority in the development and implementation of the Location's IT Accessibility Program and must be measured as part of the formal Program evaluation process.

1. **Web Standard**

   Electronic information must meet the Web Content Accessibility Guidelines (WCAG) 2.0 at level AA Success Criteria. More information about the World Wide Web Consortium's (W3C) standards for accessibility can be found at the W3C website.

2. **New Development and Purchases**
   New development and purchases, including development and purchases for major revisions and updates of existing electronic information resources, must receive higher priority over the retrofit of existing electronic information resources.

Additional standards for other electronic information resources may be identified over time and added to this Requirements document.

C. Exceptions

Conformance to standards may not always be feasible due to the nature of the content, the purpose of the resource, the lack of accessible solutions, or an unreasonably high administrative or financial cost necessary to make the resource accessible. However, these difficulties do not relieve University programs or services from their IT accessibility obligations. University managers of programs and services must be prepared to provide content and/or services in a suitable alternative format (e.g., electronic text file or audio description) upon request.

III.   RELATED INFORMATION

- **University of California**
  - UC IMT-1300 Information Technology Accessibliity
  - Electronic Accessibility at the University of California
- **External**
  - Americans with Disabilities Act
  - ADA as it applies to electronic information
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