

Digital Accessibility

Target Effective Date: January 3, 2022

Contact: Information Technology Services (ITS)

Introduction

Iowa State University is committed to taking reasonable measures to support equal access to information, programs, and activities delivered through its official web and online resources. Consistent with this commitment, this policy provides for uniform digital accessibility standards for ISU. Official ISU online resources include all web sites, web applications, and media delivered online and used to conduct university business or academic activities. They include web resources purchased or delivered by outside vendors as well as those created by the university. They do not include personal resources published by students, student organizations, employees or resources for non-university organizations that are hosted on campus but are not used to conduct university business or academic activities.

Standards

The interim web standard is defined as compliance with the most current version of World Wide Web Consortium Web Content Accessibility Guidelines 2.1, level AA. (See <http://www.w3.org/WAI/intro/wcag.php>) This standard is subject to review and revision by the

ISU Digital Accessibility Task Force. The ISU Digital Accessibility Task Force is a standing committee chosen from IT leadership at the college or major business unit level, application developers nominated by the Campus IT Leader in each college or major business unit, faculty, and others interested in web accessibility.

The ISU Digital Accessibility Task Force plays the following roles:

- Advise on policy implementation
- Advise on technical priorities and goals of digital accessibility compliance efforts
- Assist in measuring and monitoring progress of digital accessibility compliance
- Identify needs of the wider web community for support and training
- Communicate strategy and goals of digital accessibility compliance to constituent groups
- Assist with providing education and training regarding information technology accessibility for the campus community, including aiding in the creation of resources
- Publish digital accessibility resources at the URL <http://www.digitalaccess.iastate.edu>.

Policy compliance dates:

July 1, 2026: All new digital content produced and purchased on this date or after must be in compliance with this policy.

January 3, 2022: Departments begin to take inventory of digital resources: All university licensed software, all university websites with .iastate domain and subdomains (e.g. it.iastate.edu), all LMS-related content (e.g. digital course materials in Canvas), all digital training materials (e.g. Learn@ISU), all university communications used to conduct official university business (e.g. emails, newsletters, social media posts, PDFs, presentations, videos, video lectures, demos, pre-recorded meetings, video conferencing platforms, software purchased with university funds, touch screen signage, digital signage.)

July 1, 2022: Departments create plan to utilize existing university resources for education and professional development related to digital accessibility.

July 1, 2023: Departments continue education efforts and work to create new digital content in compliance with this policy.

Questions: contact digitalaccess@iastate.edu

40 Implementation, Training and Assistance

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42 Digital and online content accessibility standards apply to ISU and vendor generated digital and online-
43 based content and platforms, including, but not limited to, websites (both ISU and any licensed
44 websites), learning management systems, course content (publisher and instructor generated and
45 purchased), university administrated student information systems, and digital and online-based media.

46 Each unit managing web resources must assess its current resources and make a plan for replacing or
47 remediating existing web resources that do not meet accessibility standards. The Office of the Chief
48 Information Officer, with assistance from the Digital Accessibility Task Force, may identify priority
49 information technology for purposes of expedited assessment and remediation. Existing resources must
50 be assessed and remediated as needed according to the following priorities:

- 51 1. As required by reasonable accommodation determinations. (Individuals who seek reasonable
52 disability accommodations and administrators presented with requests or questions about
53 reasonable disability accommodations may contact Student Accessibility Services or Faculty and
54 Staff Accessibility Services for assistance in responding to such requests, see resources below.)
- 55 2. Each campus department will determine the top 20% most active (utilized) non-compliant
56 resources that must be replaced or remediated annually.
- 57 3. Special focus on web resources that are required for coursework or for essential job functions, if
58 those pages are not among the top 20% most active.

59 The Office of the Chief Information Officer may grant exceptions to these guidelines under the following
60 circumstances: (1) undue hardship, administratively and/or financially; (2) fundamental alteration of a
61 course or program; (3) equally effective alternative means of access; (4) an accessible version of the
62 material does not reasonably exist; and/or (5) if another reasonable accommodation can provide
63 appropriate access.

64 Accommodation Requests

65 ISU provides reasonable accommodations in a timely manner to individuals with disabilities, unless
66 providing the accommodation would fundamentally alter the nature of the goods, services or operations
67 of the University or would result in an undue burden (i.e., a significant difficulty or expense). Students
68 and employees may request reasonable accommodations.

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70 Departments and units must post information on their respective homepages directing employee users
71 to [Human Resources](https://www.hr.iastate.edu/tools-for-employees/workplace-accommodations)
72 and students/visitor users to Student Accessibility Services where accessibility requests can be made.

73 Students and Campus Visitors Requiring Disability Accommodations

74 Current or prospective students and campus visitors who need accessibility information and /or
75 accommodations relating to this policy or who want to discuss the disability accommodation process
76 may contact [Student Accessibility Services](https://sas.dso.iastate.edu/) (https://sas.dso.iastate.edu/)

77 Faculty and Staff Requiring Disability Accommodations
78 Current or prospective faculty or staff members who wish to request disability accommodations relating
79 to this policy or want to discuss the disability accommodation process may contact [Human Resources](#)
80 (<http://www.hr.iastate.edu/tools-for-employees/workplace-accommodations>).

81 Technical Questions and Concerns

82 Individuals with questions about this policy may refer to the university's [Digital Access Roadmap](#), for
83 additional information and details. Those who have questions about the university's ITS Accessibility
84 Requirements or wish to request training or technical assistance may contact the university's Digital
85 Accessibility Lead at digitalaccess@iastate.edu, or visit the [Digital Access](#) website
86 (<http://digitalaccess.iastate.edu>).

87 Internal Complaints

88 Iowa State University does not discriminate on the basis of disability. Any current or prospective
89 students, employees, or campus visitors with concerns or complaints regarding the university's digital
90 access policy, practices, or process may be directed to Margo Foreman, Director, Office of Equal
91 Opportunity, Title IX/ADA Coordinator, and Affirmative Action Officer, 3350 Beardshear Hall, Ames,
92 Iowa 50011, 515.294.7612, email eooffice@iastate.edu.

93 Resources

94 Legal References

- 95 • Americans with Disabilities Act, Title I, Employment
- 96 • Americans with Disabilities Act, Title II, State and Local Governments
- 97 • Rehabilitation Act of 1973, Section 504
- 98 • Rehabilitation Act of 1973, Section 508
- 99 • Information and Communication Technology (ICT) Final Standards and Guidelines published in
- 100 the Federal Register on January 18, 2017.
- 101 • 21st Century Communications and Video Accessibility Act (CVAA)
- 102 • Iowa Code Section 216.1, et seq.

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104 Links

- 105 • Iowa State University Digital Access Website
- 106 • Web Content Accessibility Guidelines (WCAG) Overview
- 107 • How to Meet WCAG 2.0: A customizable quick reference to Web Content Accessibility Guidelines
- 108 2.0 requirements (success criteria) and techniques
- 109 • Student Accessibility Resources
- 110 • Reasonable Accommodations for Employees and Applicants (Disability) Policy
- 111 • Non-Discrimination and Anti-Harassment Policy
- 112 • University Human Resources
- 113 • Office of Equal Opportunity
- 114 • Related ISU policies