

**Subject:** RE: Accessibility Statement Request  
**Date:** Tuesday, October 13, 2020 at 10:17:08 AM Central Daylight Time  
**From:** Doug Chappell  
**To:** Emma Huelskoetter, Accessibility  
**Attachments:** Conformance and Remediation Form.docx

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Hi Emma,

I've added some more information in the comments column concerning our stance on audio description. I've also change the disposition to "other" as we felt "deferred" was not the best disposition. Additionally I'd like to stress that since we're not considering individual titles or courses, but rather the platform and all of the content that can be offered on it as a whole, the disposition of audio descriptions is significantly murkier. Most courses will have videos created such that no audio descriptions are necessary. Please let me us know if this is still not sufficient and we can try and determine a rough time line of when the offending courses will either be unavailable or moved to a new edition.

Doug

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**From:** Emma Huelskoetter <[emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu)>  
**Sent:** Thursday, October 8, 2020 10:39 AM  
**To:** Doug Chappell <[dchappell@hawkeslearning.com](mailto:dchappell@hawkeslearning.com)>; Accessibility <[Accessibility@hawkeslearning.com](mailto:Accessibility@hawkeslearning.com)>  
**Subject:** Re: Accessibility Statement Request

Good morning,

The conformance and remediation form you sent says "Deferred" for all items, with no dates listed. We would like to have dates for the remediation timeline if you are planning to resolve those issues. If not, we would like more information justifying the decision to leave those issues unaddressed. Thank you for your assistance, and please let me know if you have any questions.

All best,  
Emma

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Emma Huelskoetter  
Graduate Intern | Office of Student Success  
Tennessee Board of Regents  
1 Bridgestone Park, Nashville, TN 37214  
[emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu) | (629) 216-4084

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**From:** Emma Huelskoetter <[emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu)>  
**Date:** Friday, September 18, 2020 at 9:32 AM  
**To:** Doug Chappell <[dchappell@hawkeslearning.com](mailto:dchappell@hawkeslearning.com)>, Accessibility <[Accessibility@hawkeslearning.com](mailto:Accessibility@hawkeslearning.com)>  
**Subject:** Re: Accessibility Statement Request

Thank you for sending these documents, Doug! We'll be reviewing these soon and will let you know if we need any additional documentation from Hawkes Learning.

All best,  
Emma

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Emma Huelskoetter  
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**From:** Doug Chappell <[dchappell@hawkeslearning.com](mailto:dchappell@hawkeslearning.com)>  
**Date:** Tuesday, September 15, 2020 at 10:37 AM  
**To:** Emma Huelskoetter <[emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu)>, Accessibility <[Accessibility@hawkeslearning.com](mailto:Accessibility@hawkeslearning.com)>  
**Subject:** RE: Accessibility Statement Request

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Hi Emma,

I've finished compiling the requested information. The attached PDF is information compiled from the accessibility portion of our website. You can find the information on the first two pages on the main [Hawkes Learning Accessibility Page](#) . The remaining information for users with disabilities can be found in the User Resources section of the [Recommended Resources page](#). The information from User resources has been condensed into the attached PDF. Please note the disclaimer in the VPAT as to what portions of the student web platform are being considered. Please let me know if you have any additional questions and have a wonderful day.

**Doug Chappell | Accessibility Coordinator**  
**HAWKES LEARNING**

email: [dchappell@hawkeslearning.com](mailto:dchappell@hawkeslearning.com)

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**From:** Emma Huelskoetter <[emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu)>  
**Sent:** Wednesday, September 9, 2020 5:40 PM  
**To:** Doug Chappell <[dchappell@hawkeslearning.com](mailto:dchappell@hawkeslearning.com)>; Accessibility <[Accessibility@hawkeslearning.com](mailto:Accessibility@hawkeslearning.com)>

**Subject:** Re: Accessibility Statement Request

Hi Doug,

Thank you for sending these clarification questions! It sounds like you are understanding everything correctly. If you have your Accessibility Statement posted publicly on your organization's website, we would like to receive that Statement both as an emailed PDF and as a link to the website, so we can include that link in our records. It is also helpful to have the VPAT and Conformance & Remediation Form posted on your website, but we do not require that as long as we receive those via email. Please let me know if you have any additional questions!

All best,  
Emma

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**From:** Doug Chappell <[dchappell@hawkeslearning.com](mailto:dchappell@hawkeslearning.com)>  
**Date:** Tuesday, September 8, 2020 at 10:05 AM  
**To:** Emma Huelskoetter <[emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu)>, Accessibility <[Accessibility@hawkeslearning.com](mailto:Accessibility@hawkeslearning.com)>  
**Subject:** RE: Accessibility Statement Request

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Hello Emma,

I started compiling this information today. I'm a little confused about point 5. Point 5 of the accessibility statement says:

5. **Links to Resources** that include a hyperlink that points to the vendor's Accessibility Statement. This statement should be clearly titled, easily located on the vendor's website, and easily identified.

Based on this point it seems that you are requesting an email of the Accessibility Statement (which includes the previous 4 points), that we host the same statement on our website, and finally that we provide a link to the Accessibility statement within the Accessibility statement both email and website. Is that all correct? Additionally, based on component 3 of the Accessibility Statement we are to host a copy of our VPAT and Conformance and Remediation Form on our website as well? Thank you for your time.

**Doug Chappell | Accessibility Coordinator**  
**HAWKES LEARNING**

email: [dchappell@hawkeslearning.com](mailto:dchappell@hawkeslearning.com)

**From:** Emma Huelskoetter <[emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu)>  
**Sent:** Tuesday, September 1, 2020 2:17 PM  
**To:** Accessibility <[Accessibility@hawkeslearning.com](mailto:Accessibility@hawkeslearning.com)>  
**Subject:** Accessibility Statement Request

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Hawkes Learning representative,

The Tennessee Board of Regents (TBR) – The College System of Tennessee – is requesting some information to ensure your product complies with Accessibility guidelines. If you are not the best contact for Accessibility questions for the below product, please send me an updated email address for that contact and I am happy to reach out to them instead. Our records indicate that the following products were last determined to be “partially conformant” with Accessibility guidelines, and the date of conformance has now passed:

- **Web Platform, version 1**

Based on the records we have on file, your products should be fully conformant at this time. We are requesting an updated Accessibility Statement for each product. Please note: if you have multiple materials/technologies listed above, we require a separate Accessibility Statement for each material or technology. The Accessibility Statement should include the following key components:

1. **A Statement of Commitment** that emphasizes the vendor’s commitment to ensuring the accessibility of the product/service and notes any ongoing efforts to monitor for and remediate accessibility issues as they are identified.
2. Written documentation for the following: How the product/service meets the THEC/TBR and federal accessibility standards, including how it meets or does not meet WCAG 2.0 A & AA Guidelines; a copy of the vendor’s 508 **Voluntary Product Accessibility Template (VPAT)** documentation; and how it meets ePUB3 Accessibility Guidelines (if applicable). Additionally, the vendor should provide any available accessibility testing results, including a list of any third-party agencies with whom the vendor has worked to evaluate accessibility support. The vendor should include a completed copy of the [Conformance and Remediation Form \(new window\)](#) when standards for conformance are not fully achieved to demonstrate the vendor’s planned timeline for meeting full conformance. This documentation is necessary to determine if the vendor’s product meets the standards for accessibility and, if not, that they have a plan for remediating any accessibility issues.
3. **Information for Users with Disabilities.** Vendors should provide a description of any product features that may improve accessibility for users with disabilities including: accessibility-specific features (e.g., the ability to adjust font size and color/contrast settings for text or the availability of closed captions for videos), and general product features that may especially benefit users with disabilities (e.g., product allows for keyboard-only navigation). Also, vendors should include a description of any high-

impact product accessibility gaps along with suggested interim workarounds that allow users to complete key tasks until the gaps are resolved. For example, if a technical support website isn't compatible with screen readers used by the blind, appropriate interim workarounds might include providing phone-based support until the web-based support site is accessible.

4. A description of your **Feedback Mechanism**. This should include how users may contact vendors directly to request accessibility-related assistance, report accessibility problems, or request information in accessible alternate formats
5. **Links to Resources** that include a hyperlink that points to the vendor's Accessibility Statement. This statement should be clearly titled, easily located on the vendor's website, and easily identified.

**Please email your completed Accessibility Statement with the above components to [emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu) by September 15, 2020**, and feel free to reach out to me with any questions. If you anticipate this taking longer than two weeks, please let me know.

All best,  
Emma

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