

Subject: Re: Accessibility Statement Request
Date: Tuesday, November 24, 2020 at 2:10:04 PM Central Standard Time
From: Roman Chigirinsky
To: Emma Huelskoetter
CC: Sumaiya Talukdar, mssexton@turnitin.com

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.

Hi Emma,

Thank you for your email. I am the person who will coordinate accessibility-related matters across Turnitin products.

On our [accessibility page](#) that was checked by your team, there are VPATs for 5 different products (9 VPATs in total). The products listed on our accessibility page are the following:

1. Feedback Studio (currently used by TBR).
2. Gradescope (assessment and grading tool).
3. Turnitin Similarity (report interface).
4. Turnitin Originality (report interface).
5. iThenticate (plagiarism checker for research and publishing).

I understand that The Tennessee Board of Regents (TBR) – The College System of Tennessee currently has a license for Turnitin Feedback Studio (TFS). We have five VPATs covering different TFS elements, so I'd suggest you need a Conformance and Remediation Form that would cover those five VPATs, i.e. the product you currently use? To clarify the scope of this request, please let me know if that is the case.

For the Feedback Studio, I will do my best to work with our product managers, engineering, and UX design teams. It will take from several weeks to two months to come up with the status and timeline for all items, as this requires involvement of different teams as well as analysis of how each item fits into the product roadmap, how much resources will be required, etc. I expect this document to be ready by the end of January.

I've copied Megan Sexton, your Account Manager, on this email as well. Megan works with the TBR business offices regarding contracts and commercial deliverables. Megan will be your point of contact moving forward for all initial requests to ensure they are properly routed and keeping within requested timelines.

Let me know if you have any questions and have a great day!
Roman

On Mon, Nov 23, 2020 at 11:58 PM Emma Huelskoetter <emma.huelskoetter@tbr.edu> wrote:

Good afternoon,

I have not yet received a response to the below email. Do you have an estimated timeline for when we can expect to receive the requested documentation?

Thank you!
Emma

Emma Huelskoetter

Graduate Intern | Office of Student Success

Tennessee Board of Regents

1 Bridgestone Park, Nashville, TN 37214

emma.huelskoetter@tbr.edu | (629) 216-4084

From: Emma Huelskoetter <emma.huelskoetter@tbr.edu>

Date: Tuesday, October 27, 2020 at 2:50 PM

To: Sumaiya Talukdar <stalukdar@turnitin.com>, Roman Chigirinsky <RChigirinsky@turnitin.com>

Subject: Re: Accessibility Statement Request

Hi Sumaiya and Roman,

Thank you so much for providing the below accessibility information! My team has reviewed the VPATs you linked in your last email. On each of those VPATs, you have one or more items with a conformance status of "does not support," "partially supports," or "supports with exceptions." Because of this, you will need to complete this [Conformance and Remediation Form](#) outlining your timeline for achieving full conformance for each item that is not fully supported. For the remediation timeline, we prefer if you include full dates (month, day, and year). Please let me know if you have any questions as you complete this request.

All best,

Emma

Emma Huelskoetter

Graduate Intern | Office of Student Success

Tennessee Board of Regents

1 Bridgestone Park, Nashville, TN 37214

emma.huelskoetter@tbr.edu | (629) 216-4084

From: Sumaiya Talukdar <stalukdar@turnitin.com>

Date: Thursday, October 15, 2020 at 9:37 AM

To: Emma Huelskoetter <emma.huelskoetter@tbr.edu>, Roman Chigirinsky <RChigirinsky@turnitin.com>

Subject: Re: Accessibility Statement Request

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Hi Emma,

Hope all is well. In regards to your questions, please see our accessibility page here - <https://www.turnitin.com/about/accessibility> which contains Turnitin's various VPATs.

I have cc'd my colleague Roman to support with any further questions you may have.

All the best,

Sumaiya

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Sumaiya Talukdar, JD

Product Manager
Turnitin, LLC

On Wed, Oct 7, 2020 at 4:45 PM Emma Huelskoetter <emma.huelskoetter@tbr.edu> wrote:

Good afternoon,

I never received a response to the below email and wanted to bring it to your attention again. Please let me know if there is someone else I need to contact with this request.

All best,

Emma

Emma Huelskoetter

Graduate Intern | Office of Student Success

Tennessee Board of Regents

1 Bridgestone Park, Nashville, TN 37214

emma.huelskoetter@tbr.edu | (629) 216-4084

From: Emma Huelskoetter <emma.huelskoetter@tbr.edu>

Date: Tuesday, September 1, 2020 at 1:39 PM

To: "stalukdar@turnitin.com" <stalukdar@turnitin.com>

Subject: Accessibility Statement Request

Hello Turnitin 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:

- **Turnitin**

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 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

Emma Huelskoetter

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Roman Chigirinsky

Product Writer & Associate Product Manager
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