

Subject: Re: [External] Re: Accessibility Statement Request
Date: Friday, October 9, 2020 at 2:49:05 PM Central Daylight Time
From: accessibility
To: Emma Huelskoetter
Attachments: image001.png

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 Emma,

Unfortunately, the team was unable to give dates due to resourcing.

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[View OCLC's accessibility statement](#)

Binaebi Akah Calkins c/o
OCLC Accessibility Team

From: Emma Huelskoetter <emma.huelskoetter@tbr.edu>
Date: Wednesday, October 7, 2020 at 3:59 PM
To: accessibility <accessibility@oclc.org>
Subject: [External] Re: Accessibility Statement Request

Hi Binaebi,

Thank you so much for sending along these documents. I noticed on your conformance and remediation form that the remediation timeline says "TBD" for all items. For our records, we will need to have a date for these items. When can we expect to receive an updated timeline from you?

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: accessibility <accessibility@oclc.org>
Date: Monday, October 5, 2020 at 3:14 PM
To: Emma Huelskoetter <emma.huelskoetter@tbr.edu>
Subject: Re: [External] Re: 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 Emma,

See attached for the accessibility compliance report and remediation roadmap for EZproxy.

Thank you,

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[View OCLC's accessibility statement](#)

Binaebi Akah Calkins, OCLC Accessibility Team

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

Date: Thursday, September 3, 2020 at 4:06 PM

To: accessibility <accessibility@oclc.org>

Subject: [External] Re: Accessibility Statement Request

Hi Binaebi,

Thank you for providing this update! We look forward to receiving the updated compliance documentation from you by the end of October.

All best,
Emma

Emma Huelskoetter
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Tennessee Board of Regents
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From: accessibility <accessibility@oclc.org>

Date: Thursday, September 3, 2020 at 10:55 AM

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

Subject: Re: [External] 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 Emma,

We are in the process of updating our compliance documentation for EZproxy (not EZproxy Analytics, which is a separate product). We anticipate having all documentation, including the remediation roadmap, ready to send by end of October 2020.

Thank you and let me know if you have any questions or concerns.

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[View OCLC's accessibility statement](#)

Binaebi Akah Calkins

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

Date: Tuesday, September 1, 2020 at 2:29 PM

To: accessibility <accessibility@oclc.org>

Subject: [External] Accessibility Statement Request

Hello OCLC 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:

- **EZProxy**

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

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