

Subject: Re: Thank you for contacting OpenStax! Your ticket is 00054395 [ref:_00DU0Kwch._5006f1b3qq0:ref]

Date: Friday, October 9, 2020 at 1:35:04 PM Central Daylight Time

From: noreply@salesforce.com on behalf of Customer Support

To: Emma Huelskoetter

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 sending this additional information. I spoke with our accessibility team this afternoon. Here's what I learned:

The two items listed as "Deferred" will not be resolved because they are AAA items and beyond our capability to address right now.

In the coming months, we will update our accessibility documentation to focus on A and AA items, which reflect legal accessibility standards in most cases. When we redo the forms, AAA will not be included since the form only asks for major gaps in A and AA. This should resolve the ambiguous timelines within the document

Please let me know if I can help with anything else,

Kelsey

----- Original Message -----

From: Emma Huelskoetter' via Support [support@openstax.org]

Sent: 10/8/2020 8:58 AM

To: info@openstax.org

Cc: support@openstax.org

Subject: Re: Thank you for contacting OpenStax! Your ticket is 00054395 [ref:_00DU0Kwch._5006f1b3qq0:ref]

Hi Kelsey,

I misspoke slightly in my last email; the conformance and remediation form we received says "Deferred" for all items, with no dates listed (form attached for your reference). We would like to have dates for the remediation timeline if you are planning to resolve those issues. If not, we would like a little bit more information justifying the decision to leave those issues unaddressed. Thank you so much for following up!

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: <noreply@salesforce.com> on behalf of Customer Support <info@openstax.org>
Date: Thursday, October 8, 2020 at 8:51 AM
To: Emma Huelskoetter <emma.huelskoetter@tbr.edu>
Cc: "support@openstax.org" <support@openstax.org>
Subject: RE: Thank you for contacting OpenStax! Your ticket is 00054395 [ref:_00DU0Kwch._5006f1b3qq0:ref]

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Hi Emma,

Our team would like to clarify whether you are interested in dates for the VPAT or Conformance and Remediation form. We're trying to locate where it says TBD to gather the best information.

Thank you for your help,

Kelsey

----- Original Message -----

From: Emma Huelskoetter' via Support [support@openstax.org]

Sent: 10/7/2020 3:22 PM

To: support@openstax.org; info@openstax.org

Subject: RE: Thank you for contacting OpenStax! Your ticket is 00054395 [ref:_00DU0Kwch._5006f1b3qq0:ref]

Good afternoon,

Thank you for sending this information. I noticed on your conformance and remediation form on your website 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?

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: <noreply@salesforce.com> on behalf of Customer Support <info@openstax.org>

Date: Tuesday, September 1, 2020 at 4:55 PM

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

Subject: [EXTERNAL]: RE: Thank you for contacting OpenStax! Your ticket is 00054395 [ref:_00DUOKwch._5006f1b3qq0:ref]

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Hi Emma,

Thank you for reaching out to OpenStax Customer Support! Our Accessibility Statement can be accessed here: <https://openstax.org/accessibility-statement>. At the bottom of this page, we have also linked our VPAT documentation. I have also copied the accessibility statement for our courseware, OpenStax Tutor, as this is located inside the courseware platform.

If instructors, students, or administrators would like to send us accessibility-related feedback, please direct them to support@openstax.org

I hope this information is helpful,

Kelsey

Kelsey Hannum
Customer Support Specialist
OpenStax
Rice University

We would like to grow the OER community. If you know of anyone who is interested in OpenStax or OER, please send them our way!

----- Original Message -----

From: OpenStax Customer Service [service@openstax.org]
Sent: 9/1/2020 1:30 PM
To: support@openstax.org
Subject: Thank you for contacting OpenStax! Your ticket is 00054395

Hello ,

Your message 00054395 has been received and we will respond to your message promptly within one business day.

Need an answer before then? Visit our knowledge base for frequently asked questions:
<https://openstax.secure.force.com/help> Feel free to respond to this email with any additional comments.

Sincerely,
The OpenStax Team

Subject: Accessibility Statement Request
Message: Hello OpenStax 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:

* OpenStax Chemistry 2e, online version

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) <https://www.tbr.edu/sites/tbr.edu/files/media/2016/02/Conformance%20and%20Remediation%20Form.docx> 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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Tennessee Board of Regents
1 Bridgestone Park, Nashville, TN 37214
emma.huelskoetter@tbr.edu | (629) 216-4084

Thread ID: ref:_00DU0Kwch._5006f1b3qq0:ref[Error! Filename not specified.]

Kelsey Hannum
Customer Support Specialist
OpenStax
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