

Subject: Re: Accessibility Statement Request
Date: Monday, November 23, 2020 at 12:46:13 PM Central Standard Time
From: Peterson, Chris
To: Emma Huelskoetter
Attachments: Campus-Connect-VPAT-2.4-Oct2020.pdf, Conduit-VPAT-2.4-Oct2020.pdf

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.

Good afternoon Emma.

I apologize, I thought the sales rep would reach back out to you on these when they were completed!

We have updated our VPAT, and this was completed end of September as we were targeting:
<https://www.platformqedu.com/accessibility/> (also attached)

I have a high level list of tweaks that were made:

September 28, 2020

(School and Event Page Templates)

- * resolved occasional empty H1 element (suppress when empty)
- * resolved keyboard tab order on 'upcoming events'
- * resolved alt text for logos
- * resolved aria-hidden being present on a focusable element
- * Added proper label to moving background pause button
- * Changed out the event date element on upcoming videos, which was a header element for some reason, now a div.
- * Time box on upcoming/live videos under Upcoming videos were 9px, now they're 11px.
- * Added in tab indexes to all appropriate elements
- * Added in alt text on all appropriate images, as discovered using the WAVE tool
- * Updated Create New Chat modal, added legend (we had none), and added a value to the submit button
- * Removed title attribute off images, not necessary when we have the alt attribute.
- * Updated "fast fact" items so they have a working id so the aria-labelledby attribute works properly

* Added various tab index, alt text, legend, and button values to ease navigation and screen reader accuracy

I do not have an Accessibility statement, other than the content at the above URL – and we do not currently have an Alternative Action Plan. If you had some examples of what you would expect for those, I could certainly work with the team here to put something together.

We are working to engage with an external auditing partner, and that SOW (pending approval) would begin work in January of 2021. The intent there is to work with an external partner that can provide a ‘Statement of Reasonable Accessibility’, and provide auditing and remediation assistance to our development team. This partner would also help us get a list in order of any outstanding issues after their manual and automated audit. Of course, if you have specific feedback after the above changes were completed, please send them our way.

I hope you and yours are doing well, and apologize that this data didn’t make it back to you sooner!

Chris Peterson
SVP of Technology, PlatformQ

From: Emma Huelskoetter <emma.huelskoetter@tbr.edu>
Date: Monday, November 23, 2020 at 12:43 PM
To: "Peterson, Chris" <cpeterson@platformq.com>, PQE VPAT <pqe-vpat@platformq.com>
Subject: Re: Accessibility Statement Request

Good morning,

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: Monday, November 2, 2020 at 2:59 PM
To: "Peterson, Chris" <cpeterson@platformq.com>, PQE VPAT <pqe-vpat@platformq.com>
Subject: Re: Accessibility Statement Request

Good afternoon, Chris!

I wanted to follow up to see if your VPAT update was successfully completed. If so, please send me a copy of your new accessibility documents when you have those prepared. As a reminder, these include (1) your VPAT, (2) your Accessibility Statement, (3) your [Conformance and Remediation Form](#) showing the remediation timeline for any items with a conformance status of "does not support," "partially supports," or "supports with exceptions" on the VPAT, and (4) your Alternative Action Plan, if you have one.

Thank you!
Emma

Emma Huelskoetter
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From: "Peterson, Chris" <cpeterson@platformq.com>
Date: Thursday, September 3, 2020 at 1:44 PM
To: Emma Huelskoetter <emma.huelskoetter@tbr.edu>, PQE VPAT <pqe-vpat@platformq.com>
Subject: Re: Accessibility Statement Request

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Emma,

We have included your specific requests in our yearly VPAT refresh – that is slated to be completed by the end of September. The output will be an updated VPAT that speaks to our target of WCAG 2.0 AA compliance wherever possible in our products. Accessibility is something we regularly assess, and we welcome feedback from partners to drive to be better!

I will ensure you get an updated VPAT, along with the statement as requested, when our accessibility refresh completes.

Thank you,

Chris Peterson
SVP of Technology, PlatformQ

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

Date: Tuesday, September 1, 2020 at 2:08 PM

To: PQE VPAT <pqe-vpat@platformq.com>

Subject: Accessibility Statement Request

Hello CollegeWeekLive 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:

- **CollegeWeekLive**

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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