

Alternate Access Plan

Purpose of the Alternate Access Plan

In compliance with Section 504 of the Rehabilitation Act of 1973 and ADA as amended in 2008, the TBR shall apply THEC's identified accessibility guidelines to Informational Materials and Technology products and services that it adopts, buys, creates, uses and maintains. When informational materials and technologies do not conform to those guidelines, an alternative access plan will be developed to address the accessibility. This form is used to describe the alternate access plan.

Instructions

1. Alter the bolded areas in brackets ([]) to reflect the titles of the responsible persons for this plan.
2. The requesting department Accessibility Liaison/Accessibility Team is responsible for completing sections 1 through 3 below.
3. The requesting department will obtain the appropriate administrative approvals in section 4.
4. The appropriate administrator will either a) approve the form and return it to the requesting department for processing or b) return the form unsigned. An unsigned form indicates the plan is not approved and must be revised to meet accessibility standards.
5. The **[department executive administrator]** or designee is responsible for returning the approved original document along with all associated AIMT adoption/procurement documents to the department Accessibility Liaison upon signature. The liaison will provide copies to those individuals identified in section 3, number 3 (Responsible Person(s) and upload all AAP documentation to the AIMT Web Form.

Section 1. Plan Creator Information

Name	Title	Unit	Date
Glenn Johnson	Coordinator of Guided Pathways	Student Services	10/18/23
Office Phone	Office Location	Postal	
423-318-2732	CCEN 247	37813	

Section 2. Description of the Affected Informational Material and Technology Purchase

Affected product is a:	Software- digital badging platform
Product Name:	Credly
Product Description:	Digital credentialing service
Product Purpose:	To provide digital badges to students denoting acquisition of learning through completed courses/trainings. These are used by students to demonstrate learning and includes potential application to social media platforms for potential employers, schools and others.

Section 3. How will “Alternate Access” (AA) be provided?

<p>1. Description of the issue: Summarize what part of the informational material/technology has an accessibility issue and is not accessible per AIMS guidelines.</p>	<p>There are some fonts weights where color is affected, but not as a distinguishing visual element or action language. There are instances where confirmation messages appear and are removed based on timing (i.e., session timeouts)</p>
<p>2. Persons or groups affected: List the person(s) or groups who may/will be affected by this issue, including the total number of affected persons. (general public, visitors, students only, employees, etc.).</p>	<p>Active students seeking to use digital badges issued.</p>
<p>3. Responsible person(s): List the name(s) and titles of the employee(s) who will be responsible for implementing equally effective alternate access for the specified accessibility issue as described in Number 1.</p>	<p>Faculty and advising personnel assigned to students can initially assist to ensure students can resolve questions. Furthermore, the site admin for the tool (Coordinator of Guided Pathways) can assist.</p>
<p>4. How will AA be provided: Describe in detail how the responsible unit(s)/person(s) equally effective alternate access will be communicated and what will be provided. Attach a separate sheet – see AAP attachment below and the Accessibility Conformance and Remediation Form.</p>	<p>Alternate Access can be provided and issues remedied by closely following the student's issue and question to its resolution, either by college student-facing personnel or Credly support and documentation.</p>
<p>5. AA Resources Required: List any resources required (including training, equipment, additional staff, etc.) to provide alternate access for the known issue.</p>	<p>Credly has a Help Center with detailed instructional step-by-step documentation as well as as a ticketing system for specific requests. AA can be provided by faculty and staff.</p>
<p>6. Repair Information: Include the following information in this section: a. Provide a brief description or any relevant information regarding repair of the issue by the vendor or Third Party Service Provider, as well as the completion date. Attach applicable documentation and the Accessibility Conformance and Remediation Form.</p>	<p>As noted in the Accessibility Conformance and Remediation Form, there are no known/ongoing repair issues needing remedied. Credly documents sufficient functionality amongst clients and issues product releases that address any needs in the platform on a weekly basis.</p>
<p>7. Timeline for Unforeseen events: A timeline to plan create, implement, and follow up on plans for accommodation for access concerns/issues that are beyond the accessible procurement process and/or outside of the realm of the questions above.</p>	<p>Upon encountering an issue, students will: a. Students will be given instruction on resolution steps by faculty or Student Services personnel through to resolution b. Vendor can be contacted for deeper unresolved issues</p>

Section 4. Administrative AAP Approvals

By signing this request, you affirm that the plan has been reviewed and is an acceptable solution that meets TBR AIMT Accessibility Guidelines.

Department Head [or other responsible party]		Date: 10/19/23
Executive [or other responsible executive]		Date: 10.26.23

AAP attachment

4. How will AA be provided: (continue from item 4 in section 3)

AA will be provided as need arises.