

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
Amy Jackson Office Phone	Director of Disability Services Office Location	Student Support Services Postal	12-10-2024
423-585-6860	SSB U130	37813	

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

Affected product is a:	Read&Write
Product Name:	Read&Write for Windows; Read&Write for MAC; Read&Write for Google Chrome
Product Description:	Read&Write is a literacy support tool that empowers all students to personalize their learning with simple, accessible tools that help them comprehend, organize and express themselves independently in GSuite, Office 365, Windows and Mac. This software is a tool that is embedded into eLearn for the students to access the site license.
Product Purpose:	Read&Write is a text-to-speech software that will allow students to have materials read aloud from eLearn and the web. The students will have to log into eLearn to gain access to this software since it was purchased by the college.

1. Description of the issue:

Summarize what part of the informational material/technology has an accessibility issue and is not accessible per AIMT guidelines.

- PDF viewer top and bottom are not screen-readable. The SDK accessibility option will be added. Aria tags will be added to all toolbar buttons.
- Option will be added to screenshot reader so it can be used via keyboard.
- Tooltips to be dismissable using keyboard
- Text indicating status or progress should contain an accessible role of Status or Process.
- If selection changes and it was not via mouse Dictionary, Picture Dictionary and Translator dialogs should update to use the word at the caret position.
- Options panel screen main menu will be added to the tab order. Make all other components within each panel follow the tab order.
- All training videos are captioned on YouTube. However, if a team member creates an ad-hoc video for a specific user, it may not be captioned.
- Read&Write, the support site and its documentation are fully keyboard accessible; however, the Windows and Mac screenshot reader and Screen Masking is a mouse driven feature. The user should use Mousekeys.
- Fully supported on the support website. The only changes of context are on the selection of the web dictionary or Fact Finder which opens a separate web page to provide a dictionary definition or a search result. This occurs after a user triggered event to use the feature.
- Read&Write training videos do not have audio descriptions; however, alternate media (Text or HTML) support articles exist. Transcripts exist.
- Fully supported. The software, the website and the font weights and colors that create the required contrast level.
- The application support pages fully support reflow, the Texthelp website doesn't support reflow currently on some pages. The software supports reflow, all functionality can be accessed at specified screen dimensions without non-intuitive scrolling.

- The website and Support website use standard tooltips which do get removed using default browser behavior when the escape key is pressed.
- Read&Write software visually indicates that keyboard focus is only on one possible location in the software. The Texthelp website indicates focus via a rectangle surrounding the focused element.
- Read&Write supports screen readers on Windows and Voiceover on Mac. If accessibility is turned on via chrome, then Read&Write can be read by a screen reader. Support web pages are readable by a screen reader.
- Read&Write only provides audio from already visible on screen text.
- OS Accessibility features supported in Read&Write for Windows and Mac. The High contrast extension in Google Chrome only applies to web pages and not Google Docs. However, the software's Screen Masking feature can create a similar effect.

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.).

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.

All WSCC students may be affected by the accessibility issues listed above.

- Karlene Feeney, Higher Education Renewal Manager at Texthelp, will be responsible for vendor/product related concerns.
- Amy Jackson, Director of Disability Services at WSCC, will be responsible for accommodation related concerns.
- Seth Kerney, Coordinator of IDEAS and Accessibility at WSCC, will be responsible for college accessibility related concerns.

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.

Alternate access will be provided should issues arise and will be addressed on an as-needed basis by one of the responsible people listed above.

5. AA Resources Required:

List any resources required (including training, equipment, additional staff, etc.) to provide alternate access for the known issue.

Texthelp can assist with technical issues with Read&Write. Accommodations can be provided to remove barriers if Read&Write isn't functioning properly.

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.

The vendor estimates that the product accessibility issues will be resolved by June 30, 2025. The vendor will be contacted if any other serious issues arise.

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.

The vendor estimates that the product accessibility issues will be resolved by June 30, 2025. The vendor will be contacted if any other serious issues arise.

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]

Executive [or other responsible executive]

Army L Jackson
[Signature]

Date: 12-10-2024

Date: 12-10-24

AAP attachment

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