

## 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
Seth Kerney	Coordinator of IDEAS and Accessibility	IDEAS	4/22/2024
Office Phone	Office Location	Postal	
423-318-2721	CCEN 243 B	37813	

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

Affected product is a:	Software; Watermark
Product Name:	Watermark Insights
Product Description:	The software is a course evaluation tool solution for colleges and universities. It is integrated with the LMS for usage.
Product Purpose:	Watermark serves to offer students the ability to evaluate end-of-course surveys through the college's LMS. Tools offered by Watermark allow the surveys to be distributed among the necessary personnel within the college.

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

<p><b>1. Description of the issue:</b> Summarize what part of the informational material/technology has an accessibility issue and is not accessible per AIMT guidelines.</p>	<p><b>Student-</b> No multiple ways to find content; When a required field is left blank, an error message displayed is not descriptive. Message asks user to fix following problem and field label is presented but by no means user would know that they need to fix by filling in a required field.</p> <p><b>Faculty/Admin-</b> No multiple ways to find content; no instructions for a fee input fields on My Account; calendars not operable using keyboard; focus problems with input fields and calendar widget expansion issues; no format for date input in Response Rate tracker; no labels on form fields in page settings dialog; focus moves to parent page when tabbing from Save on page settings dialog; screen reader cannot pick up calendar widget expansion on focus on “between” and “to” fields; PDFs are not fully accessible by the Evaluation Kit and screen readers may have problems.</p>
<p><b>2. Persons or groups affected:</b> 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>Students, Faculty, Admin personnel</p>
<p><b>3. Responsible person(s):</b> 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/or other responsible parties that could be virtually present will be responsible for ensuring students can adequately take their courses’ surveys.</p>
<p><b>4. How will AA be provided:</b> 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>If prevalent issues arise for personnel, alternate access will be provided as-needed in a timely manner.</p>
<p><b>5. AA Resources Required:</b> List any resources required (including training, equipment, additional staff, etc.) to provide alternate access for the known issue.</p>	<p>If further extensive troubleshooting or assistance is needed with the tool, <b>Watermark Support</b> can assist. Otherwise, WSCC personnel will address as-needed and per situation.</p>

<p><b>6. Repair Information:</b>          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>Students- Should be more aware to review all form fields before submission.</p> <p>Faculty/Admin- Assume fields are required, input dates manually, in put MM/DD/YYYY date format, users may switch to brose mode to read labels, Shift+Tab to return to dialog section, personnel may use Adobe DC to modify individual reports on an as-needed basis for PDF issues still open, bulk requests to vendor can allow for accessible versions of documents upon requests.</p>
<p><b>7. Timeline for Unforeseen events:</b>          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>	<ol style="list-style-type: none"> <li>Parties will be given instruction on the Watermark tool based on how they will be using it (Ex. Faculty or Student Usage).</li> <li>Responsible parties will work with students if any accessibility hinderances should arise for the student and see what the necessary actions items must be taken.</li> <li>Vendor will be contacted if extensive help is needed for accessibility issues with the platform.</li> </ol>

**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: 4/22/2024
Executive [or other responsible executive]		Date: 7/9/24

**AAP attachment**

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

See Item 4, Section 3. Vendor also provided a completed Conformance and Remediation form.