

TN Board of Regents Procurement Considerations for Accessibility

TBR uses the phrase “Accessible Instructional Materials and Technology” (AIMT) to describe a variety of resources, materials and technologies used across the system to support teaching and learning. For TBR’s purpose, the scope of AIMT is a broad category including, but not limited to, course content, course materials, and textbooks as well as a variety of library resources and other resources. All of this is in support of Section 508 of the Rehabilitation Act which requires federal agencies to develop, procure, maintain and use information and communications technology (ICT) that is accessible to people with disabilities. TBR’s AIMT adoption and procurement process includes an accessibility requirement for vendor products and services conform to federal accessibility standards. The requirement provides specific resources for vendors to use in identifying the vendor’s approach to (IMT) development and conformance—including a timeline to full conformance.

Through the accessibility of instructional materials and technology, persons with disability can acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability, in an equally effective and integrated manner, with substantially equivalent ease of use. This guide was developed to aid faculty and staff members in the role of AIMT requestor. Users of this guide are encouraged to consult the accessibility chair or team on their campus, or TBR, for assistance.

Steps to Procurement of Accessible Products

Procuring accessible products can appear to be a daunting task which does require a dedicated effort and expertise. This guide will begin by outlining 5 major steps which will act as bookmarks to the respective sections. A more detailed explanation will follow in those sections, but please note a reasonable expertise in accessibility standards is a prerequisite. For more information about accessibility, and how to design and create accessible materials and courses, visit the Accessibility Training Course. Accessibility training is beyond the scope of this guide.

1. [Get Familiar with Accessibility Standards \(same frame\)](#)
2. [Conduct Research of Products \(same frame\)](#)
3. [Contact Potential Vendors to Request Documentation \(same frame\)](#)
4. [Review Vendor Supplied Information \(same frame\)](#)
5. [Submit the AIMT Adoption Documentation \(same frame\)](#)

Step One: Get Familiar with Accessibility Standards

Accessibility comes down to standards and conformance. There are 2 major resources for identifying accessibility in products, [World Wide Web Consortium \[W3C\] Accessibility Guidelines 2.0 \(WCAG 2.0\) \(new window\)](#) checklist and [Voluntary Product Accessibility Template \(VPAT\) \(new window\)](#) checklist. In addition to a WCAG checklist, VPAT provides a column for recording conformance to each provision of a standard or guideline when appropriate, using one of four conformance levels: supports; partially supports; does not support, and not applicable.

*Please note, in updated versions of the VPAT, “partially supports” replaces “supports with exceptions.”

WCAG 2.0 is considered one of the top resources for accessibility standards. While it is ideal to “meet in full” all standards, it is very likely some very accessible products do not have that status at that time or the standard is not applicable to the product or the way it is used. That is where conformance comes in. The fairest way to characterize conformance to an accessibility standard is by addressing the “degree of conformance.” This metric is also referred to as “best meets.” The approach encourages manufacturers to provide detailed standards conformance information on a criterion-by-criterion basis, enabling prospective purchasers to evaluate whether a product may still meet essential accessibility objectives even if it is not fully “compliant” with technical requirements.

This flexible approach is important for many reasons:

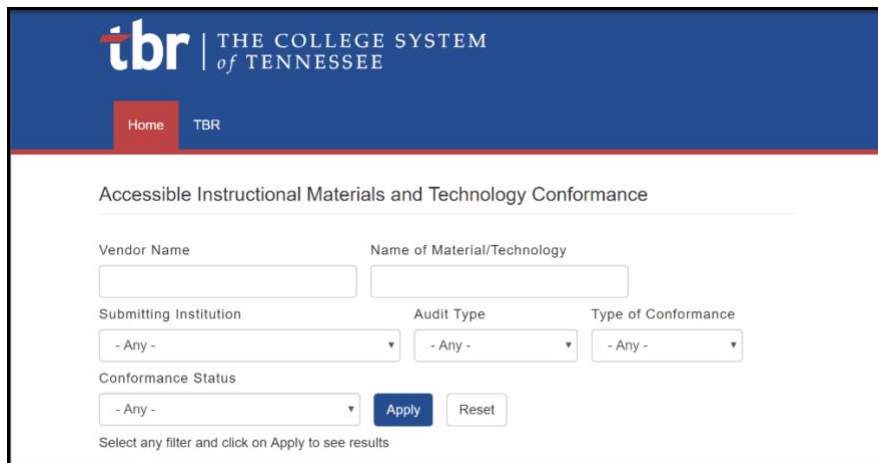
- The presence of defects does not always constitute a failure
- Not all standards and defects are equal. Some have no negative impact on accessibility.
- Many standards still leave room for interpretation
- Viewing accessibility as a pass/fail may cause manufacturers to focus on passing the test instead of creating novel solutions

Step Two: Conduct Research of Products

Existing Documentation

Research should always begin by searching the existing data in the [AIMT Web Form \(new window\)](#). TBR has developed an AIMT Web Form to search for accessible IMT’s previously vetted by others within the system. The database can be searched by: Vendor, Materials, and Technology, Submitting Institution, Audit Type, Type of Conformance, and/or Conformance Status.


TIP: Leave all fields blank and click **Apply** to see all results.

The image shows a web form titled "Accessible Instructional Materials and Technology Conformance" from The College System of Tennessee (TBR). The form has a blue header with the TBR logo and navigation links for "Home" and "TBR". Below the header, there are search fields for "Vendor Name" and "Name of Material/Technology". There are also three dropdown menus for "Submitting Institution", "Audit Type", and "Type of Conformance", each with a "- Any -" option. A "Conformance Status" dropdown menu is also present with a "- Any -" option. At the bottom of the form, there are "Apply" and "Reset" buttons. A small instruction at the very bottom says "Select any filter and click on Apply to see results".

The sample image is a brief snapshot summarizing some of the products already updated. Notice the Conformance Date and Conformance Status. These products offer a range of dates and conformance.

Vendor Name ^	Name of Material/Technology	Version	Audit Type	Conformance Date	Type of Conformance	Conformance Status	Post date	Last Updated Commented	View
26 Design	HESI A&A	5.5.7.10	Local Submission	12/31/2020	WCAG 2.0 A&AA	Partially Conformant	04/11/2017	07/06/2017	View
Pearson	Pearson eText (eBook)	8th edition, by Zelanski & Fisher	Local Submission	11/22/2017	WCAG 2.0 A&AA	Conformant	11/22/2017	11/22/2017	View
Elsevier Inc.	HESI A&A	1.0	Local Submission	10/31/2018	Section 508, WCAG 2.0 A&AA	Information Requested from Vendor	12/06/2017	12/06/2017	View
Adobe Connect	Adobe Connect	9	Local Submission	12/31/2020	WCAG 2.0 A&AA	Partially Conformant	06/29/2017	07/06/2017	View
Altemba	HESI A&A	9.21	Vendor Submission	10/01/2018	WCAG 2.0 A&AA	Partially Conformant	10/27/2015	07/06/2016	View

Choose **View** to see more detail of a particular product. In this sample, there are a number of documents uploaded and ready for review. The conformance status and remediation documentation are on the left. The accessibility statement from the vendor, checklists and alternative access plan are on the right. It is advisable to review the content of these documents for any Remediation Timeline dates that may have passed. It may be necessary to request updates from the vendor before proceeding.


**THE COLLEGE SYSTEM
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Elsevier Inc. HESI A&A 1.0

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Tracking Number: WSCC-2017-104

Conformance and Remediation Form:

[HESI A&A 12.19.2016.docx](#)

Conformance

Conformance Status:
Information Requested from Vendor

Conformance Date: 10/31/2018

Type of Conformance:
Section 508
WCAG 2.0 A&AA

Audit Type: Local Submission

Vendor Information

Elsevier Inc.
Tara Fisher
Email: Tara.Fisher@elsevier.com
Phone: (410) 253-0840

Documentation/Info

Accessibility Statement:
[Elsevier Accessibility Statement.docx](#)

Documentation:
[Accessibility Rubric WCAG_explanation checklist.xlsx](#)
[HESI WCAG2.0-Checklist November 2 2017.docx](#)

Alternative Action Plans:
[HESI Alternate Access Plan Signed.txt](#)

Submitter

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New Documentation

Existing documentation is obviously a real timesaver. Before leaving the database, consider if any products listed could serve the same need. The search options are not case sensitive, but spelling and spaces between words and characters matter. If there is no documentation for the product or

comparable product in the AIMT database, then begin researching from the beginning. Use the [AIMT Adoption-Procurement Checklist \(new window\)](#) (See Appendix A) as a guide to start the research.

Step Three: Contact Potential Vendors to Request Documentation

Request the **Accessibility Statement** from the Vendor. Vendors need to fully conform to accessibility standards **OR** demonstrate how they meet accessibility standards through completion of the **Conformance and Remediation Form**.

An Accessibility Statement includes several key components:

1. Request a **Statement of Commitment** ([See Appendix C](#)) 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. Request the vendor provide written documentation for the following:
 - a. 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 **Voluntary Product Accessibility Template (VPAT)** documentation, and
 - b. How it meets **ePUB3 Accessibility Guidelines** (if applicable).
 - c. 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.
 - d. 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. Request the vendor provide **Information for Users with Disabilities**.
 - a. 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).
 - b. 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. Request the vendor describe their **Feedback Mechanism**. This should include how users may contact them directly to request accessibility-related assistance, report accessibility problems, or request information in accessible alternate formats.
5. Request **Links to Resources** that include a hyperlink that points to the Accessibility Statement. This statement should be clearly titled, easily located on the vendor's website, and easily identified.

TIP: Once you have received the Accessibility Statement, VPAT, Conformance and Remediation Form and other pertinent documentation, it is recommended the reviewer, **request access to the product** to review it and verify the accuracy of the conformance form.

TIP: Product representatives may not be familiar with the scope of accessibility of their product. You may **request contact information of the accessibility contact** for the product you are reviewing to aid with any specific questions you may have.

Step Four: Review Vendor Supplied Information

WCAG 2.0/VPAT

WCAG 2.0 is the standard discussed in the introduction. This standards list can be used as a checklist to verify conformance. VPAT uses WCAG standards, but also serves to express conformance. In addition to a WCAG checklist, VPAT provides a column for recording conformance to each provision of a standard or guideline when appropriate, using one of four conformance levels: supports; partially supports; does not support, and not applicable. Some vendors choose to submit both VPAT and WCAG checklists. Include both in your document research submission if provided.

In this sample, **Standard 1.4.1**, Use of Color, does **Apply** to this product and does **Meet** the standard, applying labels and/or alt text.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments (mandatory)
<i>Guideline 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.</i>				
1.4.1	Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)	Yes	Yes	Color indications are clarified with labels and/or alt text
1.4.2	Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)	No	N/A	
1.4.3	Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA) <ul style="list-style-type: none"> Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 	Yes	See note	Main text has contrast ratio of at least 4.5:1 but not all content has been analyzed.
1.4.4	Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)	Yes	Yes	ePub3 files allow for this
1.4.5	Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA) <ul style="list-style-type: none"> Customizable: The image of text can be visually customized to the user's requirements; Essential: A particular presentation of text is essential to the information being conveyed. 	No	N/A	Images of text are not used.

Conformance and Remediation Form

If the vendor's product is not fully conformant now, they need to identify when they will be conformant in the [Conformance and Remediation Form \(new window\)](#) (See Appendix B). The vendor must also demonstrate substantial progress to meet agreed-upon deadlines. This form is a specific plan created by the vendor to remediate all identified accessibility gaps in a reasonable time period. Within the Conformance and Remediation form, the vendor should list and describe each gap identified, list the gaps' current resolution status and disposition, and specify a timeline for the remediation of each gap. The vendor should also list any known workarounds to provide end-user access until the vendor has resolved each gap and full conformance is achieved. In this way, the Conformance Remediation Form is a type of vendor roadmap toward greater accessibility.

TIP: Anything noted as "supports with exceptions" or "not supported" should be listed and addressed on the vendor filled Conformance and Remediation Form.

The following sample of a vendor completed Conformance Remediation Form demonstrates the vendor has identified a problem, provided status and a timeline to conformance. The vendor could offer a workaround if applicable. This is not only a good faith statement of plans to remediate issues, but it also creates a checkpoint to evaluate if the vendor is complying with their own plans/commitments. Institutions and TBR retain the right to cancel a contract or discontinue use of a material or technology if substantial progress to meet full conformance is not achieved.

Vendor/Product Information					
Vendor Name					
Product Name					
Product Version					
Completion Date					
Contact Name/Title					
Contact Email/Phone					
Specific Issues					
Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Example: Images on the landing page lack equivalent alternate text	Open	Planned	Q3, 2015 release (v1.2)		Functional images will receive descriptive alternate text; decorative images will receive null alternate text.
Additional Information:					

Once the supporting documentation noted above has been obtained, a review of the materials to verify the accuracy of the VPAT and **Conformance and Remediation Form** should be conducted. This may be

completed by a member of your campus/department Accessibility Team. Testing a product for accessibility is important and this is the point where it becomes helpful to have access to the material from the vendor.

Step Five: Submit the AIMT Adoption Documentation

Submit all supporting materials collected from the vendor and the AIMT Adoption-Procurement Checklist to the Accessibility team/chair of the campus or the department/division. If there are components that are not accessible, and the material is to be adopted or procured, an Alternate Access Plan will need to be developed.

Alternate Access Plans (AAP)

The TBR System Office does not restrict the procurement of products/use of products due to accessibility status. Each institution administration has the freedom to determine what is most appropriate for their campus. However, there is still an obligation to ensure accessibility. If an IMT is adopted or procured and it is not technically feasible for the product to be accessible, then an [Alternate Access Plan \(new window\)](#) (AAP) [\(See Appendix C\)](#) must be developed for any conformance gaps of the product and used until such time the IMT is replaced with an AIMT or the IMT is fully conformant. Your campus accessibility liaison/chair can assist with this process.

Alternate Access Plan			
Purpose of the Alternate Access Plan		Partial Image of AAP	
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			
<ol style="list-style-type: none">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
Office Phone	Office Location	Postal	
Section 2. Description of the Affected Informational Material and Technology Purchase			
Affected product is a:			
Product Name:			
Product Description:			
Product Purpose:			

Entering Information into the Database

Each campus should identify persons who have been granted permissions to add materials to the AIMT

web form database. Upon completion of the procurement process, AIMT Accessibility Liaisons will enter IMT accessibility information into the AIMT database.

1. The form administrator must obtain the requestors completed Accessible Informational Material & Technology Adoption/Procurement Checklist and all supporting documents. Supporting documentation includes:
 - a. the vendor product Accessibility Statement,
 - b. the Accessibility Conformance and Remediation Form,
 - c. the VPAT,
 - d. Alternate Access Plan, and
 - e. any other pertinent information and checklists.
2. Access the Form Administrator AIMT User Account to enter data.
3. Most of the information entered in the database should come from the Conformance and Remediation form. Documents are also uploaded at this time. Accessibility Statement fields are required of all vendors doing business with TBR. Additional fields are available for Alternative Action Plans and documentation, comments/notes, VPATS, etc.

Special Notes

The conformance date should be the furthest date identified by the vendor for full conformance as indicated on the Conformance and Remediation form, i.e. Q4 2020. You will be notified at 60 and 30 days prior to the date indicated for the IMT to be fully conformant as a reminder to review and communicate follow up with the vendor. Follow up with vendor is vital to continue ongoing conversations with vendors about their plans for their products and the needs and/or expectations of the institution/TBR. Maintaining thorough and well-organized documentation serves as a roadmap in a vendor's progress towards greater accessibility. Be mindful of the deadlines the vendor established in the Conformance and Remediation Form and be prepared to follow up after those deadlines have passed to measure substantial progress.

TIP: When entering a local submission, enter a date to be reminded to follow up with collecting the vendor's compliance information.

Appendix

Appendix A

Accessible Informational Material & Technology Adoption/Procurement Checklist

Form

Requestor and Product

Requestor	
Department/Unit	
AIMT Reviewer	
IMT Description (include name, version, and purpose)	
IMT Users (who will be using product/service: students, employees, public and how many)	
IMT Usage (how will the product be used)	
Cost (estimate the amount of this acquisition or if this is an adopted product with no cost)	

Gather Information for Review

Standards Conformance	Initial all appropriate boxes or N/A
Attached Accessibility Statement, Conformance and Remediation Forms, and Vendor Documentation	
Technical standards used (in order of priority)	
Web Content Accessibility Guidelines 2.0 A & AA	
Section 508 & VPAT	
EPUB3 Accessibility Guidelines (if applicable)	

Market Analysis for Standards Conformance	Initial all appropriate boxes or N/A
All products that meet the applicable requirements are conformant (applicable requirements are essential/preferred functionality)	
One product meets more applicable requirements than the others	

Market Analysis for Standards Conformance	Initial all appropriate boxes or N/A
(attach supporting analysis)	
Product previously purchased and may be conformant (e.g., LMS contract)	
Only one product meets applicable requirements (e.g., sole source) (attach justification)	

General Exemptions to Conformance Guidelines (Only Administrative Executive can authorize an exemption.)	Initial all appropriate boxes or N/A
No accessible alternative IMT (Must have an Alternative Access Plan) *Please note, for an AIMT adoption/procurement to be authorized, it must have a completed checklist.	
Requestor Signature required to certify the accuracy and completeness of the checklist and conformance.	
Date	

Review by Department Accessibility Liaison

Department Review	Initial all appropriate boxes or N/A
Accessibility Review Document Completed	
Attached Alternative Access Plan if needed	
AIMT Reviewer (Accessibility Liaison) (Sign here only when ready to forward to step 3)	
Date	

Adoption or Procurement

Adoption or Procurement	Initial all appropriate boxes or N/A
Adoption Completed	
AIMT Procurement Checklist Completed	
All documentation filed with the Accessibility liaison and Purchasing (if applicable) (Accessibility Liaison)	
Final Signature (Accessibility Chair/Designee)	
Date	

Appendix B

Accessibility Conformance and Remediation Form

Instructions

This form serves as a means for auditors and vendors to document accessibility gaps associated with AIMT products and to indicate plans for addressing these gaps in the future.

We ask you to complete the form provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for the product Including the following:
 - a. Gaps identified from the WCAG 2.0 A & AA guidelines, Voluntary Product Accessibility Template (VPAT) and EPUB3 Accessibility Guidelines (if applicable)
 - b. Gaps identified in other product support documentation
 - c. Gaps identified by a third-party accessibility evaluation report (if available)
3. **Current Status:** Enter one of the following values:
 - a. Open: The issue has not yet been resolved
 - b. Closed: The issue has already been resolved
 - c. I/P: The issue is currently under investigation
 - d. Other
4. **Disposition:** Enter one of the following values:
 - a. Planned: The issue will be resolved
 - b. Deferred: The issue will not be resolved
 - c. I/P: The issue is currently under investigation
 - d. Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds (for the vendor only):** Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation.
7. **Comments (optional):** Provide details/description regarding the issue
8. **Additional Information (optional):** Provide any additional discussion regarding accessibility plans

9. Form

Vendor/Product Information

Vendor Name	
Product Name	
Product Version	
Completion Date	
Contact Name/Title	
Contact Email/Phone	

Specific Issues

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Example: Images on the landing page lack equivalent alternate text	Open	Planned	Q3, 2015 release (v1.2)	None provided	Functional images will receive descriptive alternate text; decorative images will receive null alternate text.

Additional Information:

(Enter additional information in the space provided here.)

Appendix C

Request for Product Documentation from Vendor

Request the **Accessibility Statement** from the Vendor. Vendors need to fully conform to accessibility standards **OR** demonstrate how they will meet accessibility standards through completion of the Conformance and Remediation Form. An Accessibility Statement includes several key components:

- A clear **statement of commitment** to ensuring equal access for all users
- **Required written documentation** on the level of conformance with THEC/TBR and federal accessibility standards
- **Information for users with disabilities** regarding product/service accessibility features and gaps
- A mechanism to allow users to provide **accessibility feedback**
- **Links to resources** (internal or external) to provide additional or related information

You may use the full description provided in the following section to make a detailed request for documentation from vendors.

Statement of Commitment

Please provide a Statement of 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.

Required Written Documentation

Please provide written documentation for the following:

- How the product/service meets the THEC/TBR and federal accessibility standards,
 - WCAG 2.0 A & AA Guidelines
 - 508 Voluntary Product Accessibility Template (VPAT)
 - And EPUB3 Accessibility Guidelines (if applicable)
- Any available accessibility testing results
 - List any third-party agencies with whom you, the vendor, have worked to evaluate accessibility support
 - Describe any formal testing process you, the vendor, use to determine accessibility support
 - Indicate if you, the vendor, conducts user testing with persons with disabilities to verify accessibility support
- Include the [Conformance and Remediation Form](#) when standards conformance is not fully achieved to demonstrate vendor's planned roadmap to full conformance.
- Provide links to any other internal accessibility documentation (e.g., accessibility information within general product documentation, FAQs, best practices, tutorials, case studies, or white papers).
 - Note any other best practices or guidelines utilized during design and development (if applicable).

Information for Users with Disabilities

- Describe 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)
 - General product features that may especially benefit users with disabilities (e.g. an 'HTML 5' mode optimized for mobile platforms that also improves keyboard-only navigation).
- Describe 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:
 - Alternative business processes that bypass the accessibility barrier (e.g. providing phone-based support until the web-based support site is accessible)
 - Use of a third-party product to replace or supplement inaccessible product functions (e.g. indicating that users may submit or check the status of technical support tickets via email).
- Describe accessibility features provided by your communication channels (e.g. a deaf or hard-of-hearing user may contact you via a TTY line or access support personnel familiar with telephone relay services).

Feedback Mechanism

Indicate whether you have specific resources devoted to handling accessibility questions/ concerns and provide the contact information for these resources. Provide a specific mechanism for users to contact in order to:

- Request accessibility-related assistance
- Report accessibility problems
- Request information in accessible alternate formats

Links to Resources

Provide a hyperlink that points to the Accessibility Statement and meets the following criteria:

- Descriptive (e.g. 'Accessibility' or 'Disability Access')
- Prominently positioned (e.g. on the landing page, help/support page, and/or sitemap)
- Easily identified (e.g. adequate text size and color/contrast, not the last link in a complex page)

Appendix D

Alternate Access Plan (AAP)

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 issues. This form is used to describe the alternate access plan.

Instructions

1. The requesting department Accessibility Liaison/Accessibility Team is responsible for completing sections 1 through 3 below.
2. The requesting department will obtain the appropriate administrative approvals in section 4.
3. The appropriate administrator will either **approve the form** and return it to the requesting department for processing or **return the form unsigned**. An unsigned form indicates the plan is not approved and must be revised to meet accessibility standards.
4. 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.

Form

Section 1. Plan Creator Information

Name:	
Title:	
Unit:	
Office Location:	
Postal	
Office Phone:	
Email:	
Date:	

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

Affected product is a:	
Product Name:	
Product Description:	
Product Purpose:	

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

1. Description of the issue: Summarize what part of the informational material/technology has an accessibility issue and is not accessible per AIMT guidelines.	
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.	
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.	
5. AA Resources Required: List any resources required (including training, equipment, additional staff, etc.) to provide alternate access for the known issue.	
6. Repair Information: 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.	
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.	

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 parties]	
Date:	
Executive [or another responsible executive]	
Date:	