

# Georgia's Accessible ICT Initiative

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# Agenda | AccessGA

- Overview of Information and Communication Technology (ICT)
- What is AccessGa?
  - Statewide Partners
  - AccessGa Video
- Why AccessGA?
- Example ICT Projects, Challenges, and Demonstration Video
- Georgia Agencies Discovery Findings
- AccessGA Resources

# Information Communication Technology (ICT)



ICT (information and communications technology - or technologies) is an umbrella term that includes any..

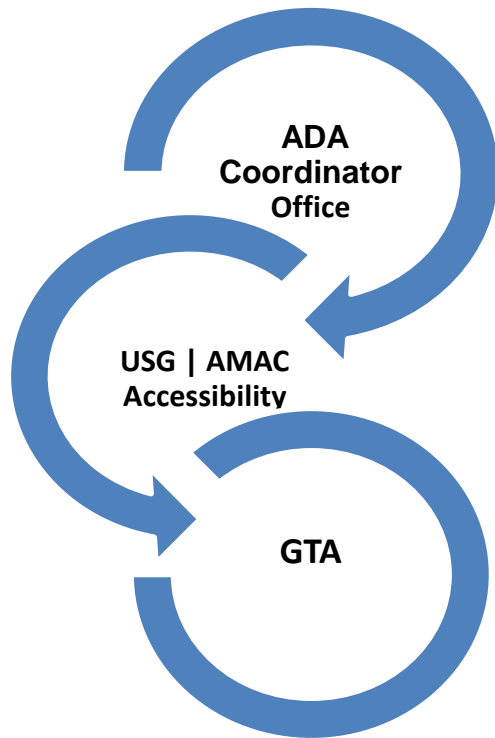
- communication device or application, encompassing: radio, television, cellular phones, computer and network hardware and software, satellite systems and so on, as well as the various services and applications associated with them, such as videoconferencing and distance learning.

# ICT Touch Points



- Web
- Software
- Videos
- Social Media
  - [LinkedIn](#)
- Telecommunications

# AccessGA Purpose



The purpose is to support Georgia state agencies with ICT accessibility, promoting equal and timely access for **employees** and **customers** with a wide range of disabilities.



# Why Partner with the University System of Georgia?



- ICT accessibility expertise
- Sporting a centralized service, product, and research center
- ICT OCR complaints against universities and colleges
- National track record in ICT Accessibility
  - University of Washington |
    - [Access IT](#) Project
  - Georgia Institute of Technology (2007) | [Accessibility Assistant](#)
- AccessGA Overview [Video](#)

# Why AMAC Accessibility Solutions And Research Center?

- **Alternative Media Access Services**

- Accessible Documents and Multimedia
- Braille
- Captioning and Transcription



- **Grants and Contracts**

- Assistive Technology Evaluation and Distribution
- Office Management Software
- Accessibility Consultation



- **Centralizing Statewide Services: Estimated Savings**

- FY12: \$1,987,196.32
- FY13: \$2,373,292.00
- FY14: \$2,661,486.29



# Why AccessGA? | Penn State

- OCR Settlements, Lawsuits, and Resolutions
  - 2010 Penn State University v. NFB, [Voluntary Resolution Agreement](#)
  - Inaccessible Nature of Electronic and Information Technology (EIT) used on campuses:
    - Course-management software
    - Telecommunication products (i.e. ATM, Information Kiosks)
    - Classroom podiums
    - Copiers and fax machines
    - Library catalogs



# Why AccessGA? | Arizona State



- 2010 NFB and v. Arizona State University
  - Amazon Kindle DX pilot course pilot,
    - Inaccessible navigation
- Prompted the DOJ and U.S. DOE: Joint “Dear College or University President” Letter, June 2010

# Why AccessGA? | Florida State



- Florida State University
  - Student response system (SRS)
  - Inaccessible “clickers”
  - Inaccessible mathematics course through e-learning system
  - Florida State did not admit liability or wrongdoing
  - 150K Settlement, 2012

# USG ICT Accessibility Examples

- Learning Management Systems (D2L) user accessibility audit
- [Affordable Learning Solution](#) user accessibility audit
- MERLOT II user accessibility audit
- Facility and Staff training

# ICT Website Accessibility Challenges



- John Remple, AccessGA, AT Professional Consultant

# ICT Challenges

## Accessible Electronic Course Materials

- **Accessible Electronic Course Materials Challenges**
  - Lack of accessible marketplace materials
  - Lack of understanding of copyright infringement issues
  - Lack of one standard flexible digital format
  - Lack of accessible Online Information eXchange ([ONIX](#)) metadata
  - Lack of post-secondary publisher expertise
  - Lack of post-production conversion low-cost technology
  - Lack of DRM access with assistive technology
  - Lack of faculty/staff understanding of accessible course material
  - Lack of LMS integration of accessible course material

# AccessGA

Georgia Agencies ICT Discovery Meetings 2013 Findings

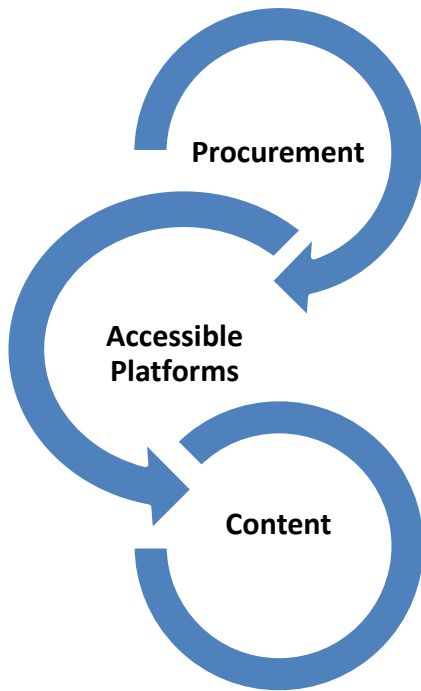
AccessGA Resources

Resource Expansion (2014/2015)



# AccessGA

## Georgia Accessible ICT Initiative



- Georgia ADA office, Georgia Technology Authority and AMAC Accessibility Solutions
- FY14 Pilot
  - 7 Georgia State Agencies Challenge
  - Survey and Discovery Meetings
- Findings
  - Website Accessibility
  - Accessible Content
  - Procurement Protocol
- Lack of Accessibility Quality Assurance Protocol, Tools, Resources, Expertise, Roadmap, and Compliance Performance

# Georgia Agencies Challenges



- Challenges
  - Expansion of accessibility design from architectural barriers to information technology barriers
  - Diversity of State Agency Services
  - Locating expertise in a broad range of ICT topics and resources
  - Designing and Developing ICT Staff Education
  - Bureaucracy, ICT timelines, and priorities
  - Cost



## About AccessGA

AccessGA is a joint initiative of the State of Georgia ADA Coordinator's Office, the Georgia Institute of Technology's AMAC Accessibility Solutions and Research Center, and The Georgia Technology Authority. AccessGA's purpose is to support Georgia state agencies with Information and Communication Technology (ICT) accessibility, promoting equal and timely access for employees and customers with a wide range of disabilities.



## Request Information / Support

For additional information or customer support, call 855-495-0374 or complete the request form. Consult the AccessGA Wiki for online information and/or support.

Email   
Request Type

## Event Calendar

To view more information or to register for an upcoming event, please click on the name of the event.

**NOV 13** Tools and Strategies for Website Accessibility

# AccessGA Accessibility Services

- AccessGA state agencies receive assistance and resources through phone, electronic ticketing, informational wiki, webinars, electronic newsletters and in-person trainings.
- Accessibility services include:
  - ✓ Document Content Remediation Training
  - ✓ Web and Application Evaluations
  - ✓ Assistive Technology Quality Assurance Testing
  - ✓ Procurement Consultation
  - ✓ Policy Development

# The AccessGA Team

- Mike Galifianakis, State ADA Coordinator's Office
- Stacey Peace, State ADA Coordinator's Office
- Nikhil Deshpande and GTA Team
- AMAC Accessibility Team
  - Joy Kniskern, Acting Manager
  - Christopher Lee, VPAT and Policy Technical Assistance
  - Norah Sinclair, Customer Support and Content Application Technical Assistance
  - Todd Runkle, Application Technical Assistance
  - Carolyn Phillips and GA Assistive Technology Team
  - AccessGA Coordinator, TBH January 2015
  - Accessibility Consultants

# GT AMAC ICT Accessibility MOOC

## **Module 1: ICT Accessibility**

What is ICT, business cases, legal ramifications, and organizational ICT accessibility challenges

## **Module 2: ITC Accessibility Design**

Guidelines and standards, information architecture, and evaluations

## **Module 3: Mainstream and Assistive Technology**

AT history, computer access, operating systems, features, and AT content integration

## **Module 4: Accessible Documents and Multimedia**

Post-production PDF, DOC, PowerPoint, Excel, STEM/MathML, and video captioning

## **Module 5: Web Accessibility Evaluation and Design**

Accessible web architecture, usability, accessible web evaluation tools, and market products

## **Module 6: Organization Accessibility Operations**

Accessibility organizations, challenges, testing, operational models, and centralized center



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