## APPENDIX A: Digital Accessibility Information to Collect from Vendors

The Americans with Disabilities Act requires Durham Technical Community College to ensure that its electronic information technology (EIT) systems are accessible to all users, including those with disabilities. Durham Tech is committed to purchasing the most accessible products available and seeks to purchase products that meet WCAG 2.0 AA guidelines.

When researching products for potential purchase, employees must consider the product’s accessibility early in the process. Below are questions to discuss with vendors. If the vendor is unable to provide sufficient responses and documentation, employees must consider other products.

| **Question for Vendor** | **Explanation** |
| --- | --- |
| **Has the application/platform been developed to conform to WCAG 2.0 AA?** | WCAG stands for **Web Content Accessibility Guidelines**. These guidelines are the worldwide standard for digital accessibility. There are three levels of compliance (A, AA, AAA). Durham Tech **requires WCAG 2.0 AA compliance**, which means both levels A and AA must be met.  If the vendor is unsure about accessibility, but is interested in learning more, provide the following links:   * WebAIM’s Constructing a POUR Website: https://webaim.org/articles/pour/ * How to Meet WCAG 2 (Quick Reference): https://www.w3.org/WAI/WCAG20/quickref/ |
| **Have users of various assistive technologies tested the application/platform?**   * Ask to see feedback/report | Be aware that a vendor may say that their product is WCAG 2.0 compliant; however, this may not always mean that it can be easily and logically navigated by users of assistive technology. Assistive technology is an umbrella term that includes assistive, adaptive, and rehabilitation devices for people with disabilities (such as screen readers, refreshable braille displays, desktop magnifiers, large-print keyboards, sip-and-puff devices, etc.).  Vendors may indicate that they’ve asked screen reader users (primarily low-vision or blind users) to test their application/platform, and though this is a good start, ideally the vendor should broadly consider blind, deaf, motor-impaired, and cognitively impaired users during testing. |
| **Please provide a copy of the product’s VPAT.**   * VPAT version 2.0 or later | VPAT stands for Voluntary Product Accessibility Template. This is a self-disclosing document provided by the vendor which evaluates how accessible a particular product is according to accessibility guidelines.  VPATs have evolved over time to match changing accessibility standards. Sometimes vendors provide VPATs in an outdated, older format. At this time, Durham Tech requests that vendors provide a VPAT version 2.0 or later.  If the vendor does not know what a VPAT is or needs details on VPAT versions, provide the following link:   * Information Technology Industry Council VPAT Information https://www.itic.org/policy/accessibility/vpat   VPATs require careful review, as vendors may inadvertently report false or misleading information. For example, it may be a red flag if a vendor reports full compliance on all guidelines. When a vendor reports non-compliance or partial compliance on an accessibility guideline, some follow-up with the vendor is needed to determine the effect on users and solutions or equivalent alternatives. |
| **Does the product have an accessibility roadmap?**   * What still needs to be worked on? * What is the timeline? | An accessibility roadmap outlines the accessibility improvements the vendor plans to implement as well as a timeline for completion. |
| **How will the vendor address user-identified accessibility barriers?**   * Provide the specific process for the College to report these issues. | If the College purchases the product and a user encounters an accessibility barrier, what resources will the vendor provide to remedy the problem? If the barrier cannot be immediately remedied, the vendor will need to work with the user (or employee) to create an equivalent alternative (an equally effective alternative). |
| **Can we schedule an accessibility demo?** | An accessibility demonstration will provide insight into how useable the product is for some users of assistive technology.  Below are two basic demonstrations that the vendor should be able to perform.  **Keyboard-only demonstration:** Ask the vendor to demonstrate the essential functions of the product using only the keyboard (no mouse). Users with visual or mobility impairments rely on keyboard-only operability. (Essential functions are the main features that all users will need to access, operate, and use.)  **Video/audio elements:** If the product includes videos, the vendor can demonstrate that the videos have captions and transcripts. If the product includes audio, the demonstration shows that transcripts are provided. |

### SUMMARY OF DOCUMENTATION TO COLLECT

* VPAT (in version 2.0 or later format)
* Product accessibility roadmap with timeline
* Accessibility testing feedback/report (if available)
* Statement from vendor specifying process for reporting and remedying user-identified barriers