

## Background

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CMS contracted with The Paciello Group to complete an in depth accessibility analysis of the CSU Finance, Human Resources and Campus Solutions web based applications. The Paciello Group began their accessibility review at a kickoff meeting with CMS on August 28, 2008, and completed the audit with final report discussions with each of the CMS application teams on December 5, 2008. The objective of the analysis was to:

- Determine the accessibility of the delivered Oracle product and CMS Baseline by testing the applications against the current Section 508 standards for both web and desktop software.
- Document the identified issues.
- Provide CSU staff with an understanding of the technical issues present in the applications that may limit the accessibility and/or usability of the applications for faculty, staff and students with disabilities.

The Paciello Group formally delivered their complete accessibility review analysis at an in-person Executive Summary Meeting on December 9, 2008. CMS Central Management as well as representatives from Oracle participated in the technical review discussions as well as the executive summary session.

Utilizing the results of the vendor analysis, following the TGP audit, CMS conducted a series of meetings to:

- Identify what issues are inherent in Oracle delivered functionality, and work with Oracle to develop a roadmap for correcting deficiencies.
- Identify what steps can be taken by CMS and the campuses to correct deficiencies.
- Deliver training to educate developers on the issues, and provide practical guidance for what can be done to preserve and ensure accessibility with the current toolset and design platform.

## The Paciello Group Study Results

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The Paciello Group uncovered a number of primary issues, which are summarized below. At the conclusion of the study, the findings were presented to Oracle for their response.

- Forms and forms messages that are not usable and cannot be completed
- Data tables that cannot be read by assistive technology
- Animation that may exacerbate or worsen disabilities
- Images and graphics without alternative text
- Keyboard accessibility issues
- Coding techniques (HTML/CSS) that inhibit navigation and structural understanding
- Incorrect Tab Order
- Lack of headings
- Visual cues required to understand link purpose
- Accessible report formats

## Oracle Response

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The results of The Paciello Group findings were made available to Oracle. In response, Oracle published an accessibility roadmap, outlining their strategic approach and existing timeline for correcting these and other known accessibility issues.

Although the roadmap is helpful in understanding future direction, CMS is not intending to take a “wait and see” approach. Realizing that some of these changes may take some time to be released by Oracle, and then subsequently rolled out to the campuses, CMS will actively identify what steps can be taken in the interim to improve accessibility and deploy a plan of remediation.

## CMS Plan of Remediation

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The CMS Plan of Remediation consists of the following steps:

- Identify what we can do immediately with the current tool sets and provide training to all CMS and Campus developers.
- Continue to work with Campus ATI representatives to identify work-arounds and resolutions for reported problems.
- Regroup to respond to Oracle’s roadmap and produce a written Plan of Remediation that identifies CSU priorities for immediate or fast track resolution, create a matrix of roles and responsibilities for each issue and focus on key areas where immediate gains can be made. Once the Plan of Remediation has been created it will be regularly updated with issues status and progress, and will be posted on the CMS website.

## Training and Communications

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In March, CMS delivered a total of four training workshops to our Campus ATI representatives and user group communities. The **Accessible Developer Training** provided an overview of the issues and practical application of what can be done, right now, by developers to incorporate accessibility features into their development. **Creating Accessible Documentation** identified the principles of creating accessible documentation, and provided instructions for using the suite of CMS templates. Over 300 campus participants attended the training.

As we regroup to identify and develop our plan of remediation, campus participation will be solicited to identify the most challenging accessibility barriers for the faculty, staff and students. This will enable the remediation team to prioritize resolutions for our most severely impacted areas.

All documentation, training and announcements of activities will be maintained on the [CMS Accessible Technology Initiative](#) web page.