



# A Global Survey of Accessible ICT Practices in Post-secondary Education Institutions

Zerrin ONDIN, PhD  
Research Scientist  
AMAC Accessibility Solutions  
Georgia Institute of Technology

[www.amacusg.org](http://www.amacusg.org)

# Survey Results



## **Outline of the presentation**

- I. Demographic and Background Information**
- II. Organizational Structure**
- III. Inclusive ICT Infrastructure**
- IV. Monitoring**

# Demographic and Background Information

## Countries Participated



Country	Frequency	Percent
United States	33	57.9
Australia	7	12.3
Not Defined	5	8.8
Canada	3	5.3
Brazil	1	1.8
Czech Republic	1	1.8
Egypt	1	1.8
Germany	1	1.8
Guatemala	1	1.8
Russian Federation	1	1.8
Switzerland	1	1.8
United Kingdom	1	1.8
Vietnam	1	1.8
<b>Total</b>	<b>57</b>	<b>100.0</b>

# Demographic and Background Information

## Respondents' Primary Job Area



	Frequency	Percentage
Student Support	23	40.4
Administration	5	8.8
Faculty	5	8.8
Staff (other)	3	5.3
Information Technology	2	3.5
Legal and/or Compliance	1	1.8
<i>Total Responses</i>	39	68.4
Missing Responses	18	31.6
<b>Total Participants</b>	<b>57</b>	<b>100.0</b>

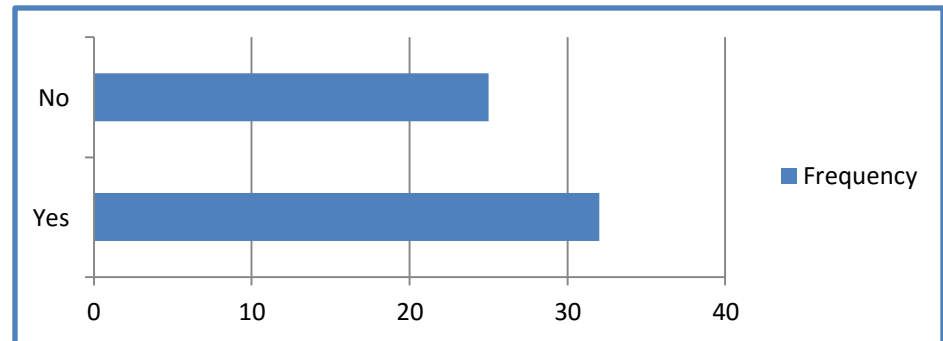
# Demographic and Background Information

## Respondents' awareness of the UNCRPD



**Are you aware of UN Convention on the Rights of Persons with Disabilities?**

	Frequency	Percent
Yes, I am	32	56.1
No, I am not	25	43.9
<b>Total</b>	<b>57</b>	<b>100.0</b>

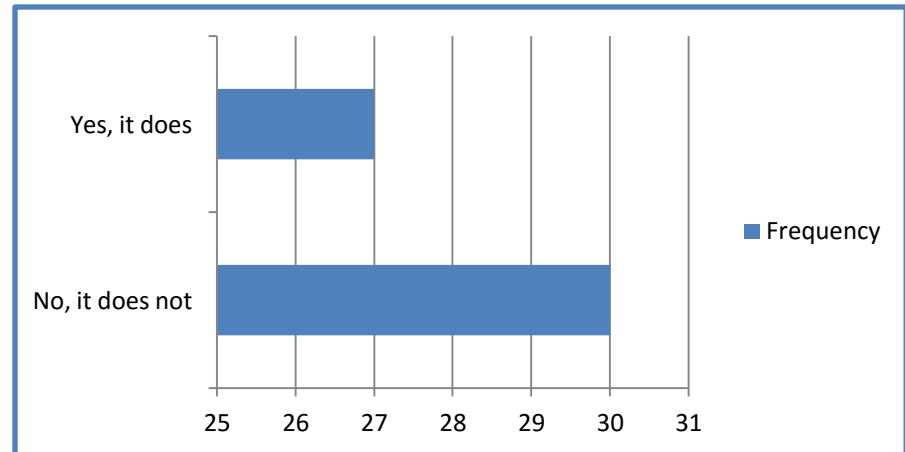


# Organizational Structure

## Monitoring Accessible ICT Policy Actions

**Does your institution monitor accessible ICT policy actions?**

	Frequency	Percent
No	30	52.6
Yes	27	47.4
<b>Total</b>	<b>57</b>	<b>100.0</b>



# Organizational Structure

## Top Three Accessible ICT Training Needs



	Frequency	Percent
E-learning/online learning accessibility	28	49.1
Accessible electronic documents	25	43.9
ICT Accessibility Overview	23	40.4
Web accessibility	19	33.3
ICT accessibility awareness	17	29.8
Assistive technology	13	22.8
Video captioning	13	22.8
W3C WCAG 2.0 training	11	19.3
Real-time remote captioning	7	12.3
Audio description	5	8.8
Other (specified)	5	8.8
Video relay services (remote sign language services)	1	1.8

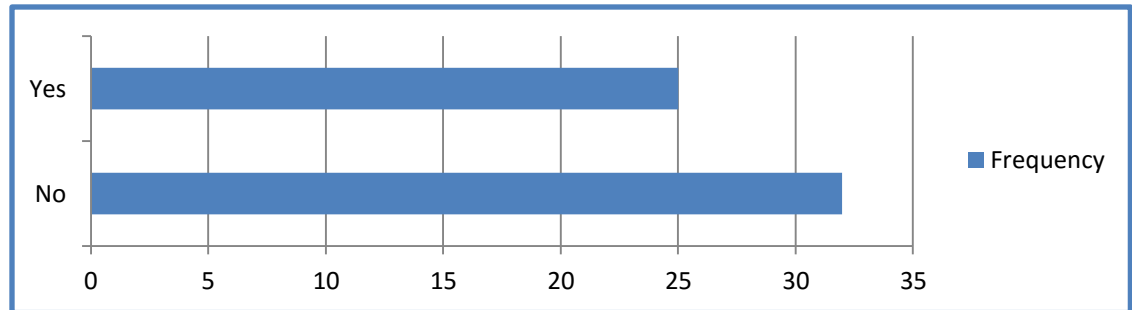
# Organizational Structure

## Including Accessibility in ICT Procurement Process



**Is accessibility included in ICT procurement process at your institution?**

	Frequency	Percent
No, it is not.	32	56.1
Yes, it is.	25	43.9
<b>Total</b>	<b>57</b>	<b>100.0</b>



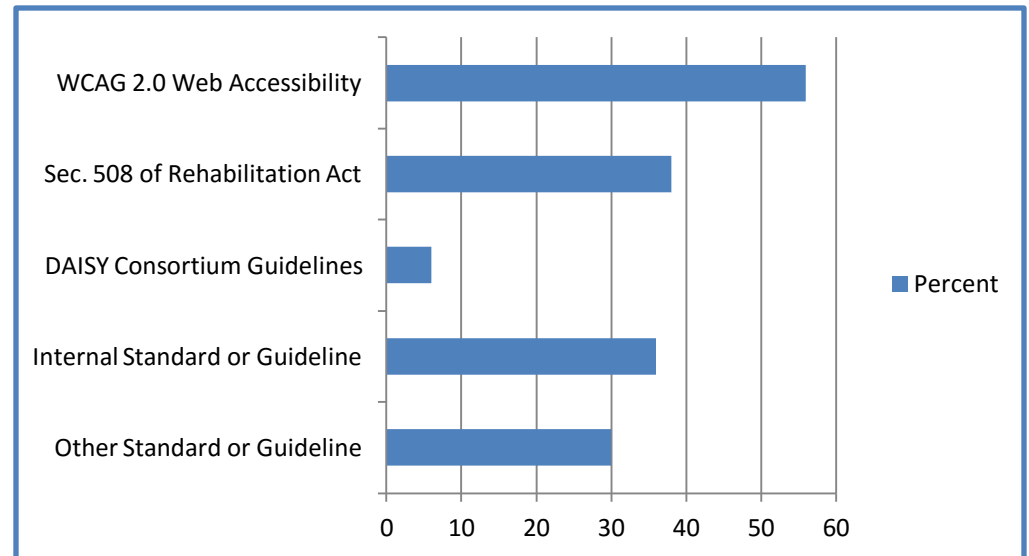


# Inclusive ICT Infrastructure

## ICT accessibility standards or guidelines used



Standard/Guideline	Frequency	Percent
WCAG 2.0 Web Accessibility	28	56
Sec. 508 of Rehabilitation Act	19	38
Internal Institutional Accessibility Guidelines or Standards	17	34
Other accessibility guidelines	15	30
DAISY Consortium Guidelines	3	6



# Inclusive ICT Infrastructure

## Challenges and Lessons Learned for Incorporating Accessibility into ICT



### Challenges

- “Buy in” from executive management
- Not having a formal procurement process for accessible ICT
- Attitudes toward accessibility

### Lessons Learned

- Communicating and educating the university community
- Tasks must be implemented into existing workflows

# Inclusive ICT Infrastructure

## Suggestions for Incorporating Accessibility into ICT



### Suggestions

- Leadership support (top level buy-in)
- A central committee comprised of university leadership
- Developing a broad, flexible policy statement backed by concrete standards and guidelines
- Providing university members with guidelines
- Establishing who is responsible
- Developing top-down plans and strategies with specific goals
- Gathering feedback from users
- Designating appropriate resources to maintain and support ICT access

# Monitoring

## ICT Accessibility Monitoring Procedures



***Annual audits and reports:*** conducted by staff working in relevant offices such as DSS, Center for Equal Access, and Assistive Technology Office.

***Gathering feedback from students and staff:*** conducted throughout the year by related unit staff. E-mail surveys, face-to-face interviews are used to measure progress and address challenges.

***Self-monitoring:*** Departments conducting self-monitoring are making sure that services they are providing is accessible.

# Monitoring

## Strategies Challenges for Monitoring ICT Accessibility



### Strategies

- Proactive approach:  
“Taking accessibility into consideration in the beginning of the process, starting from procurement stage, not at the end of the process.”

### Challenges

- Funding / economic barriers
- Really tricky to find an “owner” of these processes
- Get all people interested and committed
- *“We are only aware of an issue if a user reports it.”*

# Monitoring

## Lessons Learned and Suggestions for Monitoring ICT Accessibility



### Lessons Learned

- It involves culture change.
- *“We quickly found out that having a team conduct these reviews was the best policy for accuracy.”*

### Suggestions

- A team of individuals whose responsibility for monitoring ICT services
- Increasing awareness campus wide
- Standardize annual report content so progress can be measured over time.
- Communicate annual report with top university leadership.

# Your turn!



White Paper is available online at:

<http://www.amacusg.org/research.php>

Please send your input to:

[www.umu.com](http://www.umu.com)

PIN: 972647