

Date: January 18th, 2018

Time: 2:05 P.M.

Location:

Truckee Meadows Community College

Red Mountain Building

7000 Dandini Blvd. (RDMT 315)

Reno, Nevada 89512

Members Present:

Linda DeSantis: Manager of the Web Group for the State of Nevada.

Joseph Diarte: He works with Linda.

Thomas Kearns: National Federation of the Blind Board Member.

Assistive Technician / Alternate Text Coordinator and Certified Accessibility Expert for TMCC.

Victoria Essner: Department of Employment, Training and Rehabilitation, Bureau of Services for the Blind and Visually Impaired.

Ryan McKinney: Northern Nevada Chapter Treasurer, National Federation of the Blind.

Mona Cocker: A single, visually Impaired Mother of One.

Jeanine Mooers: Member of the Northern Nevada Chapter of the National Federation of the Blind.

Frida Aizenman: Affiliate Secretary, National Federation of the Blind of Nevada.

ORDER OF BUSINESS: Mona requested to be added as a co-chair representing the consumer.

Everyone who was present agreed.

Tom mentioned that his record stands true for over 12 years that he believes in the blind leading the blind, and he includes those with vision loss and legally blind, and in no way differentiates in that the same services are needed in many aspects.

In no way are we trying to make this an organization or a process in which we are going to decide that we are going to help the poor blind.

Once we are getting this up and running and we have a process, quite frankly, Tom is going to go and say,

"See you."

He will be there to help and let the process work. It's important to the state that the consumers, the users of assistive technology also be the ones who drive this accessibility process, and of course, the engineers and the leaders of the team.

Linda said that they are just coordinating the meetings. This is truly our meeting.

This is about getting times and rooms together, and getting people together, and they are actually working for us.

Linda and her team have been working on the complaint process.

Linda and her team do not control agencies like the Department of Motor Vehicle, but they have added them.

They are trying to get other players like the Governor's Office as well as DHHS which is part of their group.

They have a contact management system and it has about 140 some odd sites. Those they control.

So, they have built a bunch of templates that are ADA compliant according to the tools they may add, but, they have not put them into the website yet because they don't own the websites.

They got them and that is what they want us to test.

They are using a tool called Sight Improve, and they are using Wave.

The tools actually monitor the websites. They bounce the sites that are under that tool and they study CHG 2.0 section 508 and will give them comments and suggestions. It may say,

"This is in error."

The problem is that they only have five websites under that tool because they don't have enough funding to get the rest of them.

So, what they have been doing is using free tools which are, Sight Improve Free, and Wave Free, which means they are testing one page at the time. They have thousands of documents to be compliant. That is what they are currently working on.

They have been working on things for five years, but they are actually starting to get some momentum now. They are fighting to get the rest of the tools.

The Department of Education was outsided by the Office of Civil Rights, OCR, and as a result they got that tool.

After they got that tool, they got the three or four sites from the Department of Education under it, and then Joe and the team worked on getting the templates ADA compliant.

Then they turned around and kept reporting to the Office of Civil Rights, OCR, about those sites. Every couple of months they have some milestones.

The Office of Civil Rights turned around once they had the site, which they considered ADA compliant with the templates. Then, they hired a manual auditor who audit the templates.

What they have done is to take all of this things and put them on the website at:

nhda.nv.gov and there is a section there called ADA, AT Consumers, and under that, they have added the suggestions for how you can fill out a complaint, and they have given us a couple of options.

Linda also put in a Google Drive or Google.doc which she likes better because you can fill it out right onto the information on the data base.

Linda put in their some evaluation form so, as you are going through and testing it at your convenience, you can be entering in a couple questions that Linda is going to be asking everybody.

Mona suggested that Capcha be eliminated. It is not intelligible.

Linda says that they don't use them.

Tom says that you can creat Capchas that are watch at best. What is two plus two? You simply put in the answer.

Frida says that at the Secretary of State's site, the Captcha was pretty clear. The problem is that she couldn't type as fast as the web wants her to do so, even though she is a pretty fast typist.

Mona requested no time outs on the page. Besides, some people have cognitive and tactile disabilities.

Jeanine said that the websites control that.

Mona says that for the last two and a half years, she has been trying very hard to get the DWSS to have their website accessible. They cited shortage of funds.

Tom asked Mona, how would she make the process better in the complaint process for DWSS.

Mona responded that it would be a matter of finding the actual grievance button on the page.

For a month, Mona has been trying to send in a grievance. On the page there is an image of a disabled person, but the screen reader can't find it. It doesn't focus on the banner located on the right hand side. There is a logo that says,

"ADA, Americans with Disabilities Act.

Mona never hit that button in the auditory sense. The button is not labeled.

That is one of the pages Linda is working on.

Anything that is in their Contact Manager System they can control.

Then they turn around and do an outreach to n.secretaryofstate and to anybody else who is not part of their system, and they asked them to put that button in there.

Linda believes that they did that two years ago.

Everybody should be linking back to them, and they are finding out they are not.

Tom said that, hopefully, we can create a template here with this group and maybe propagate it out to the rest of the state.

There is a link we will be getting after the meeting.

It is a link that starts with assistive technology AT Consumers.

The first thing that will be done is list everybody that is part of this group.

Then, there is, AT Consumer Testing Complaint Forms.

If you click on that, we will get the two or three options, and as they get more they will add them.

We just have to click on it, and it will take us to a form, and hopefully it is tagged correctly so that we will not have any issues.

The testing is there for the complaints. Then, as we go a little bit further, it talks about the templates. If you click on that button, it has a list of all the different templates that they would like us to take a look at.

It is identified. They are trying to give us an explanation of what it is they are looking for us to test.

Linda urges us to pick what we feel is important to us.

That is why they broke it down that way.

Tom says, this is a test for us. Let all of us get onto those websites with the tools that are being recommended. With that, do the best we can, and do only what we can, don't push it, and then, when we come back, it will give us kind of a measuring stick on how much to assign next time at the meeting so that we are not overworking ourselves but still are making progress.

Frida mentioned Safeway Supermarkets having a separate accessible link.

Mona says we shouldn't have to have a separate accessibility option especially if it is not going to be kept up.

Tom said it should be accessible in the front instead of a second layer. But, if the state decides, and he is sure that they will, that WCHE 2.0 standards is what we are going to live by, that is going to be the process any way. It will be accessible in the front instead of a secondary button for us.

Besides that, it makes it universal and accessible.

Tom says that these are worldwide standards that are out there and have been produced and have been created, and this is a group that is not only represented by sighted engineers. We are talking about assistive technology users who are blind, or have cognitive issues. And so, it is a huge committee that works on this process.

Linda said that Education is working too. Education also has a group. They want to expand this so that everybody can go there and get answers. Trying to bring it to a central place for everybody. This will be used as outreach. Push it out to other people that are in RCMS and that aren't on RCMS. Like N.secretaryofstate.

The standards are WG 2.0 triple A, but 2.0 is a standard for us to reach now which is 508 compliant.

If we are asking the state to meet those standards and to reach higher as soon as we can to triple A standards, then, we will get there.

We will stick with 2.0, double A is our ceiling, and we want to reach for three.

While we are reaching for three, we are going to be happy with two.

But we are trying to get to that three, and if it is contrast and stuff like that, which it appears to be, they will be working on it.

Linda says that right now, they are just trying to get the templates compliant. Once they do, then they have to give these templates to the one hundred and thirty some add websites that they have and have them move the date and get them compliant. They are at the beginning trying to get this done.

Linda is trying to have a big meeting in the governor's office so that they can get an executive order that says, this is what you have to do.

If Linda tells agencies to put everything in place, some of them will and some of them won't. Most of them won't, according to Joe. If the Governor's office does tell them, they have to do it.

ADA Evaluation Form Questions:

1. Question for critical issues and Barriers. What do we consider a critical error. Was the error so bad that it stops us from accomplishing what we want.

What is the specific part of a website or function of software that is not accessible. Is the error or the problem, or the issue so bad that you can't complete a process. Like, not been able to use the submit button.

2. Define the barriers or issues you encounter that made it difficult for you to navigate to the form. Such as, not tabbing properly. If not been identified properly. If not having the proper tags on the page.

Mona mentioned PDF files.

Joseph mentioned that they currently have an intern who is actually into PDF compliance.

Linda said that there are thousands and thousands of pages in that website.

3. Do you have suggestions that make this experience better. Was the form intuitive, easy to grasp?

4. Was there a submit button. Did it work like you anticipated it would work.

5. Did you feel you needed a reset button?

6. Are there other forms you've worked on that you would like us to try to mirror.

7. Is there a URL, a website or a form that we can model after.

8. Rate your experience from one to five.

Brainstorming:

When brainstorming, suggestions were made about having drop down boxes, and form fields.

Basically we said we want Edit boxes.,

We also can ask the questions with drop down boxes if it is simply a yes or no answer, always making sure there is another option box for that purpose.

We can have check edit boxes to list all of the devices people are using such as Windows, and the Mac versions, iPhone, and Android.

We can have check edit boxes to list what screen readers people are using. NVDA, JAWS, VoiceOver, and Talk Back.

Ask what skill level a person is at. Beginner, intermediate, or advance.

Ask the question, do you want to be part of the solution?

Is there anything else you want us to know?

Please don't ask for the questions to be mandatory. It is not clear if the software will allow the creator of the form to skip that.

We will have a comment box.

On the comment box, put a tap to the edit box, and a tab to take the characters out.

Do limit it to a certain amount.

Limit it to the amount you want.

Vickie has done that before. She took the tab on the current account and received the book.

Linda will try to put these notes together, and will try to put the form together, and then, she will email everything to Tom for him to check it out, and then, it will be sent to everybody.

The website address will be put out there.

The form will be up and running a week after our meeting.

The consumers will be asked for their contact information.

When being contacted, they will be asked what preferences a person has, email, or phone.

People will be told who will they get a call from. People will get a phone number they can call.

The agency is trying to get an ADA phone line, and an ADA email account.

Linda said that at the December meeting, she had said she would create a listserv, but she has not done so. She will make sure that she will get that going.

That way, it will be easier because you can send one email to a whole group.

A website is being created. It is:

www.ada.nv.org

A tab was specifically put in there as Tom suggested that says, AT Consumers.

In that area is where all of the testing and information is guarded directly.

Linda says that they are certainly not the experts, we are. If they put something out on that website that doesn't work, they apologize. They are trying to find what does so they can do it right. That is the point of all of this.

Linda mentioned that, one of the things learned from Tom was about purchasing software for the things that they were asking for.

The agency is looking into purchasing a product called SimulStocks which helps generate ADA compliance forms. It also helps with PDF. The agency asked for four things and the things were sent to them.

Now they are trying to interpret them.

One of the resources is: Are you going outside the agency to get a new vendor?

If so, they are told that they are not getting around the ADA. They are not allowed to buy anything inaccessible from vendors until vendors make it accessible.

Tom said that, we need to move these things forward, and if there is something we can do to make the meetings move better please don't hesitate to let us know.

It is important to pontificate meetings. That means that you go to a meeting and all you do is talk, and great ideas are exchanged, but nothing is done.

So, at the end of our meetings, somehow, each of us should have a rating of one to five. One means, you pontificated a lot at the meeting, and five, you got things moving, and we are doing a lot.

This will help us gauge how fast or how slow we should be going, or even if we have to go faster.

Tom wants to make sure that every person on the phone, and everybody that came to the meeting knows how much we appreciate their work in doing this.

We are doing something historical here and could be a pattern that will help our state, and a president of a national organization. It could even be a pattern for national design to help all states.

Ryan pointed out that the more it helps us, it could also help somebody else. Right now he has to have someone else fill forms out for him and he can't be more independent.

Linda said that there was a point when they first started doing the testing especially with education in OCR where they tried to reach out and find people that could help them, and they found one person.

It was great because without him they wouldn't have had anybody, but this is such a great privilege to have everybody volunteer and work with them. It will help them to get there faster.

Linda is hoping that everybody will enjoy the website and the other parts of it.

They will be putting meeting notes, putting ideas and other things they are coming up with, working with the governor's office. Anything they can do to try to make this initiative move forward.

Tom mentioned that we want a consumer group as well as a working group from the state feeling free to say what they need to say and not feel that it is going to be held against them.

Frida understands this. She records this for her own purposes, and it is only for her own purposes and it helps her keep organized in this process.

He is saying that we don't have to worry about Frida, and we don't have to worry about Linda taking recordings.

If the group feels comfortable we will do it. If there is even one person who is not sure, in that case, Tom doesn't want any recording.

The point is, we want everybody to feel comfortable in this meeting.

Linda says that they have a tool which allows them to put out webinars. So, they are doing it right now.

We have to have a password in order to get to it. So, they have the capability of having that kind of a thing, even notes that you don't want out there.

They can create a file called ADA Consumers. They can put it out there. They can give everybody access, and have anything you want to keep personal

Joseph said that the only problem with Files is that it is a cost program which was bought from someone else, and he can't make a guarantee that he can make it compliant.

Linda suggested that they could try.

They have bought a newer version, and they use it right now to put private documents. One of the agencies does, and they give the passwords to judges.

When talking about being compliant, it means, how we upload or download files, or look at files.

This is similar to Dropbox.

Next Meeting Time:

We are going to need some time to work on the process of being able to log in to these sites, see how long it is going to take us.

The proposal would be to meet every two months or a little longer without losing this energy, but we need enough time for the group to work on this and not feel pressure.

Linda suggested having the next meeting in a month for a couple of reasons. She is going away the whole month of March.

There is a lot of information they already set up. Linda thinks that once she can get the form out there and all the other stuff, they can at least give us that information and talk about that, and then, we have however long a time we need until we have the next meeting.

Or maybe, instead of a meeting, we can have a good clarification on the documents and emails. Maybe that's enough.

Tom said that, It would be helpful if they would be there at the meeting in a month, and then after that we can start looking at it every two months, but next month we will allow Linda and Joe to get the pieces and parts together and absolutely in place. Also, Linda can send out the information.

Tom will put out a choice for times.

Last time, Tom tried to avoid Survey Monkey and Doodle because sometimes it is inaccessible.

He wants to send the pole with the same format as last time.

Adjourn: 4:00 P.M.