

Overview of USED/OCR Resolution Agreement

| USED-OCR Resolution Agreement Status | | | | | |
|--------------------------------------|--------------------|---------------------------------|---|--|----------------|
| Item | Due Date | Task | Description | Status | Responsibility |
| 1a | July 2, 2015 | Draft Notice | Submit revised consolidated notice of nondiscrimination for USED-OCR to review | Submitted on 6/29. Target date for USED-OCR response is 9/17 | MDE |
| 1b | Approved + 15 Days | Post Notice | After approved, post to MDE website and provide documentation | | MDE |
| 2a | September 3, 2015 | Draft Accessibility Policy | Submit Web Accessibility Policy | AG office is reviewing draft. MDE has questions whether it covers all required bullets. | EMI/AG |
| 2b | End of July | Consolidated Contact Form | A state-wide contact form for accessibility issues | E-Michigan is developing a form/system to handle accessibility requests/complaints on a state-wide basis. | EMI |
| 2c | Approved + 30 Days | Post Accessibility Policy | After approved, post to MDE website and provide documentation. | | MDE |
| 3a | September 3, 2015 | Implementation - New Content | Submit MDE's plan to ensure new content is accessible before posting. | Outlining process for ensuring webpage and document/PDF content is accessible prior to posting | MDE |
| 3b | September 3, 2015 | Implementation - Monitoring | And include how MDE will regularly monitor content and fix content | MDE receives weekly reports of website accessibility. Propose MDE commits to fixing new/updated pages/documents within 15 business days or content will be removed. | MDE |
| 3c | September 3, 2015 | Implementation - Training | And include how MDE will train staff yearly | Lynda.com training has been approved. OSE will host a workshop for staff. Waiting on plans for DTMB training. | MDE/DTMB |
| 3d | September 3, 2015 | Implementation - DTMB Apps | Inventory of DTMB-hosted apps | | MDE/DTMB/EMI |
| 3e | Approved + 60 Days | DTMB Apps Audit | Report of apps and accessibility issues | | MDE/DTMB/EMI |
| 3f | Approved + 60 Days | Remediation - Audit | And complete an initial audit of all content. Document results | Audit of webpages, documents, videos is complete. Will have to prepare a report of the initial audit, what has been done up to plan submission, and most recent audit results. | MDE |
| 3g | September 3, 2015 | Remediation - Corrective Action | And plan for corrective action of audit findings w/ prioritization | Currently we're in cleanup mode. Action plan will be made once we know what must be fixed. | MDE |
| 3h | September 3, 2015 | Remediation - Training | And include how MDE will train staff yearly (Same as 3c) | See 3C | MDE/DTMB |
| 3i | Approved + 60 Days | Training documentation | Submit to USED-OCR training has been completed | | MDE |
| 3j | Approved + 60 Days | Implementation Documentation | Submit to USED-OCR documentation plan implementation is underway + audit report + any completed remediation | | MDE |
| 3k | Approved + 60 Days | Video Captioning | Report of videos that need to be captioned | | MDE |
| 4a | June 15, 2016 | Report on Remaining Items | Report describing efforts for 2016-2017. | | MDE |
| 4b | June 15, 2017 | Certification of Accessibility | Certification that website meets technical requirements | | MDE |
| | | | | | |
| | Not Started | | | | |
| | Late | | | | |
| | In-Progress | | | | |
| | Completed | | | | |
| Updated | 9/2/15 | | | | |

End Point

By 12/18/15 have all website content authors trained for document and webpage accessibility. By 1/22/16 have all document authors trained in document accessibility.

Starting Point

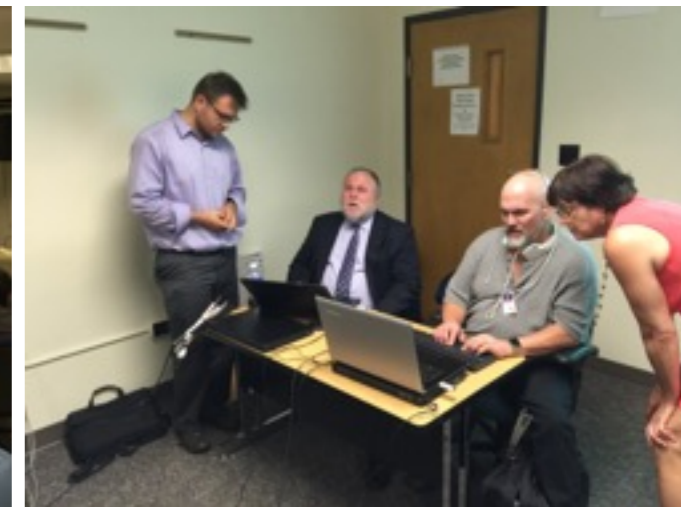
Staff is not trained in accessibility and no training exists for documents or webpage accessibility

Measuring the Gap

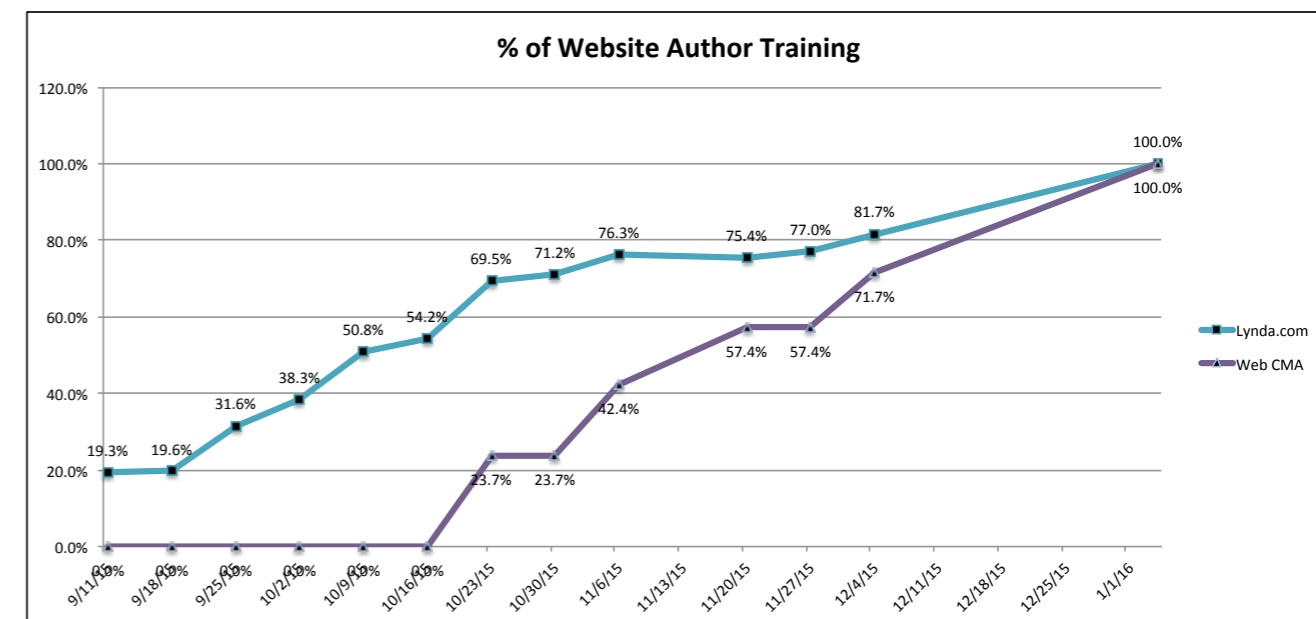
Weekly report of percentage of website authors who received document and webpage training.

Updates

- All staff with CMA access have been trained
- lynda.com training is available for document authors (everyone)
- lynda.com has open slots
- [Signup for lynda.com & Workshops](#)
- E-Michigan webpage trainings for CMA authors available monthly



| Implementation Plan | Due | Done |
|---|----------|----------|
| Purchase video training licenses | NA | 08/03/15 |
| Develop (OSE) a hands-on accessibility workshop | NA | 07/28/15 |
| Develop (DTMB) website accessibility training | 10/1/15 | 10/09/15 |
| Train website authors using video training | 12/18/15 | 12/18/15 |
| Train website authors in CMA/website accessibility | 12/14/15 | 12/18/15 |
| Train other support staff on document accessibility | 1/22/16 | Ongoing |
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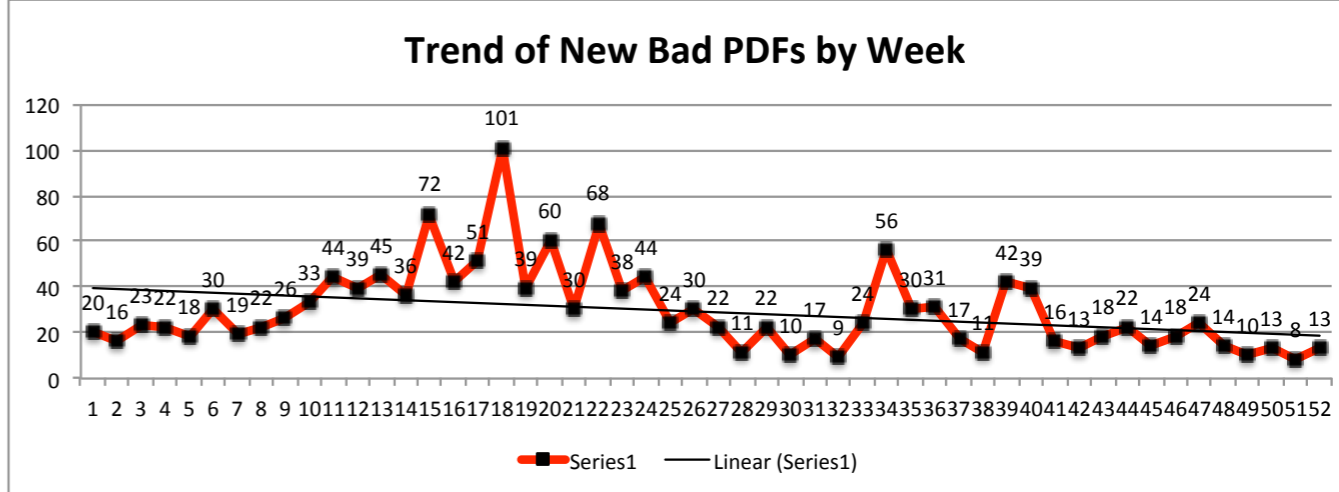
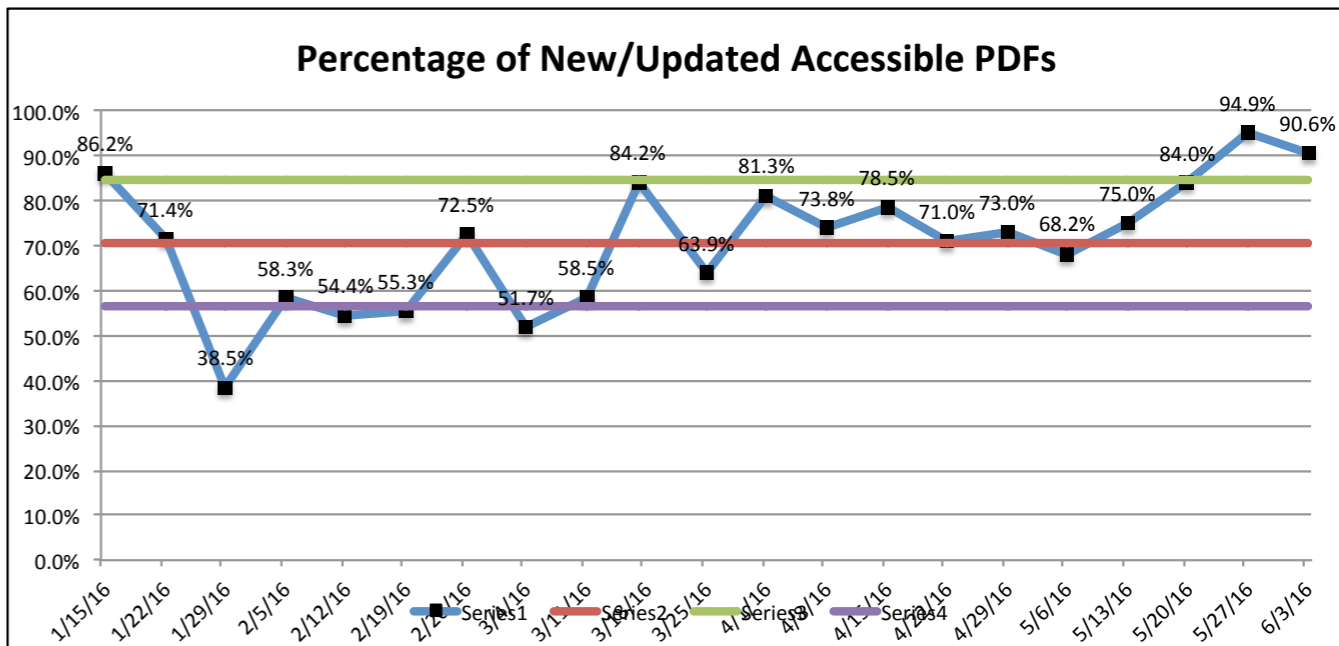
Project: New/Updated PDF Files
Updated: 6/3/16

Description: The posting of new and updated PDFs to the MDE Website

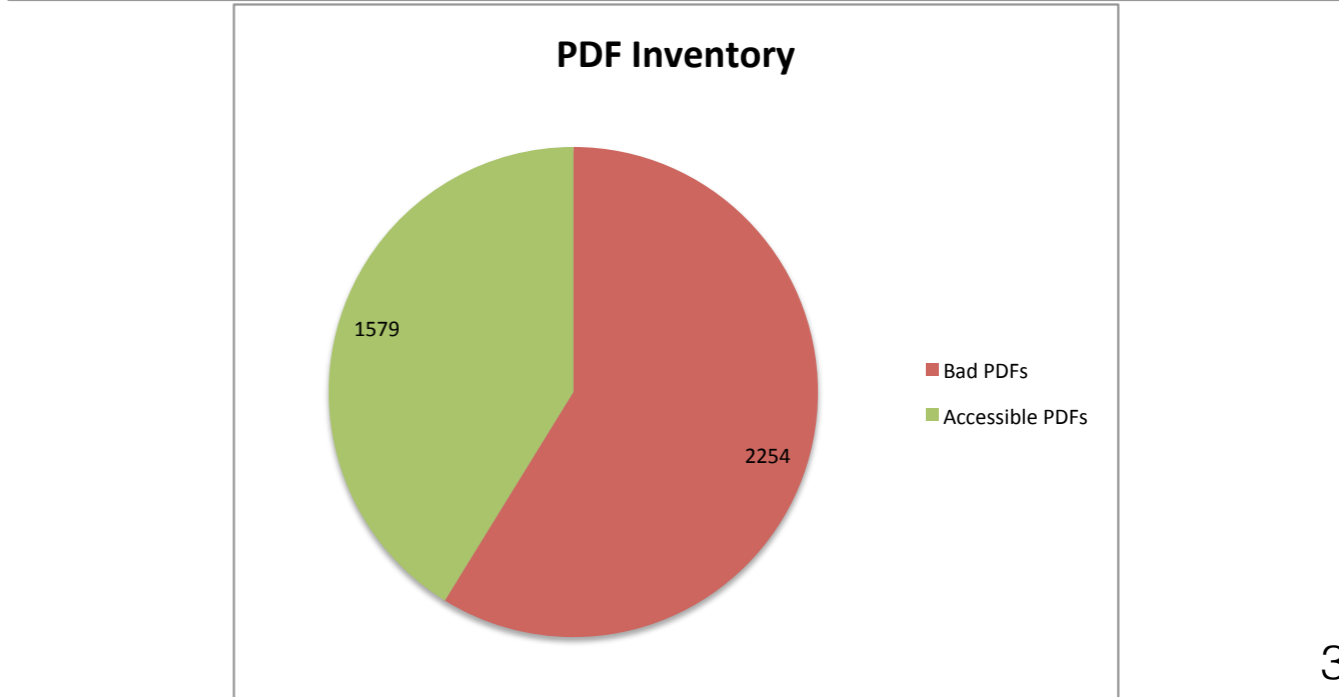
End Point 1/29/16 all new and updated PDFs posted to the MDE Website will consistently be accessible.

Starting Point 0% of the PDFs posted to the MDE Website are accessible.

Measuring the Gap Report weekly measurement of total number of PDFs uploaded vs number of inaccessible PDFs and reported as a running percentage.



| Implementation Plan | Due | Done |
|--|----------|----------|
| Reporting system for tracking progress | NA | (5/15) |
| Generate listing of staff w/ Acrobat Pro | NA | (6/15) |
| New accessible MDE letterhead templates | NA | (6/15) |
| Begin rolling out video training | NA | 08/03/15 |
| Develop accessibility training workshops | NA | 07/28/15 |
| Complete training of website authors | 12/18/15 | 12/18/15 |
| Complete training for document authoring staff | 1/22/16 | Ongoing |
| All new/updated PDFs are accessible | 1/29/16 | 2/25/16 |
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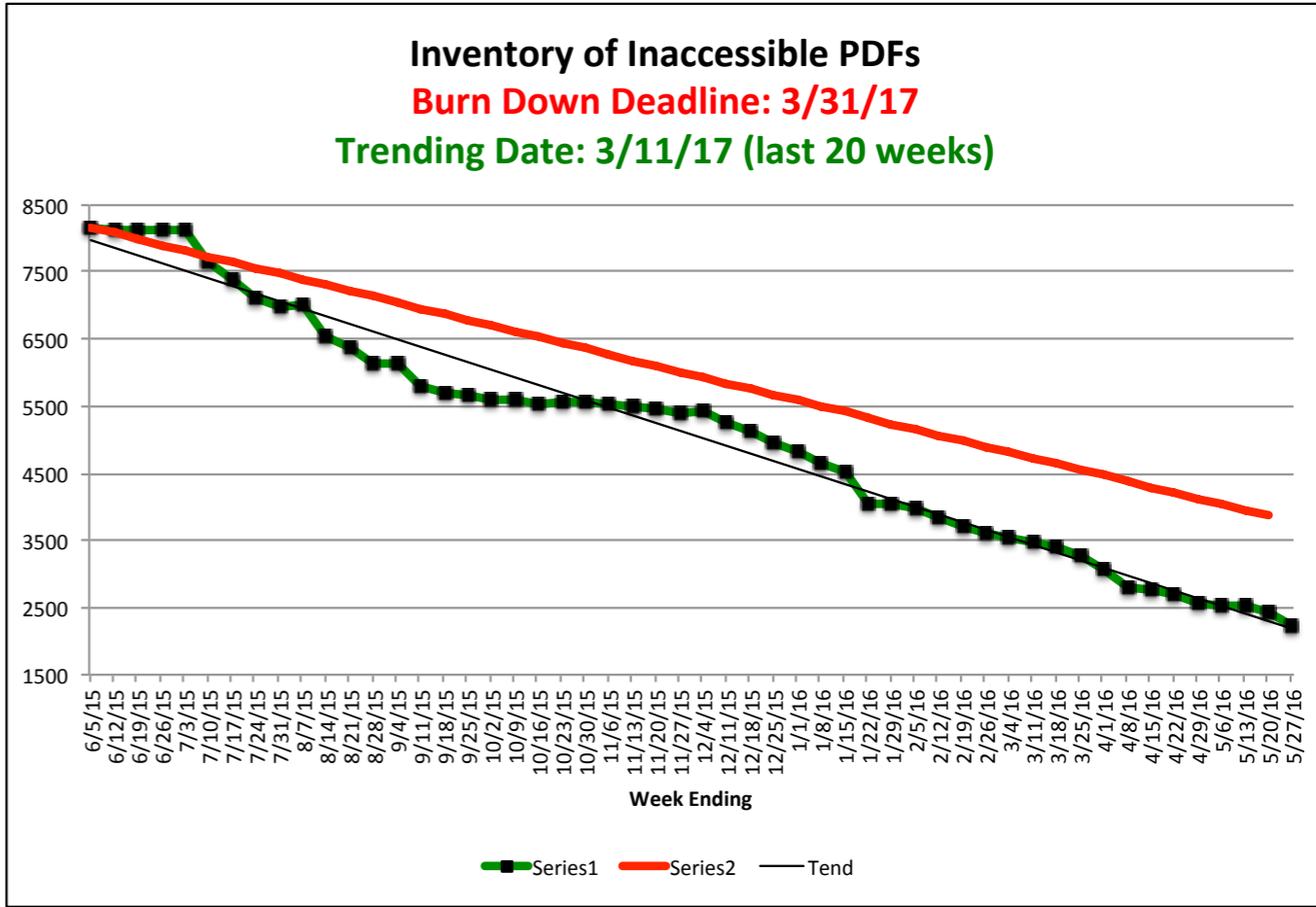
End Point By 3/31/17 all PDFs hosted on the MDE Website will be accessible.

Starting Point MDE has over 8,200 PDFs that are not accessible

Measuring the Gap To complete the resolution agreement on time, MDE will have to remove and/or fix an average of 82 PDFs per week. To monitor progress, weekly reports will chart progress of addressing inaccessible PDFs.

Updates

- Over 60% reduction of bad PDFs since June 2015
- Over 1000 PDFs made accessible



| Implementation Plan | Due | Done |
|--|----------|----------|
| Inventory of inaccessible PDFs on mi.gov | NA | 3/15 |
| Tracking system for PDF inventory | NA | 5/15 |
| Staff clean up program pages to remove unnecessary PDFs | 3/31/17 | |
| Begin rolling out video training | NA | 08/03/15 |
| Develop accessibility training workshops | NA | 07/28/15 |
| Complete training of web staff | 12/18/15 | 12/18/15 |
| Complete training for document staff | 1/22/16 | Ongoing |
| All new/updated PDFs are accessible | 1/29/16 | 2/25/16 |
| Staff review, prioritize, and repair all retained PDFs | 3/31/17 | |
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End Point

By 5/15/17 all MDE videos created by or for MDE must contain text alternative. This would be either a verbatim script or accurate captioning.

Starting Point

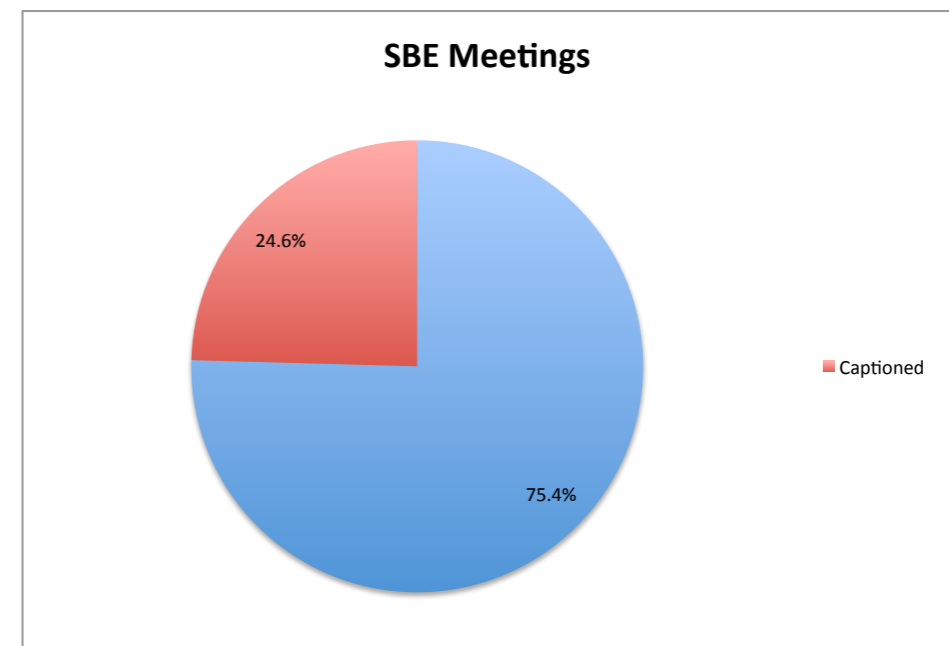
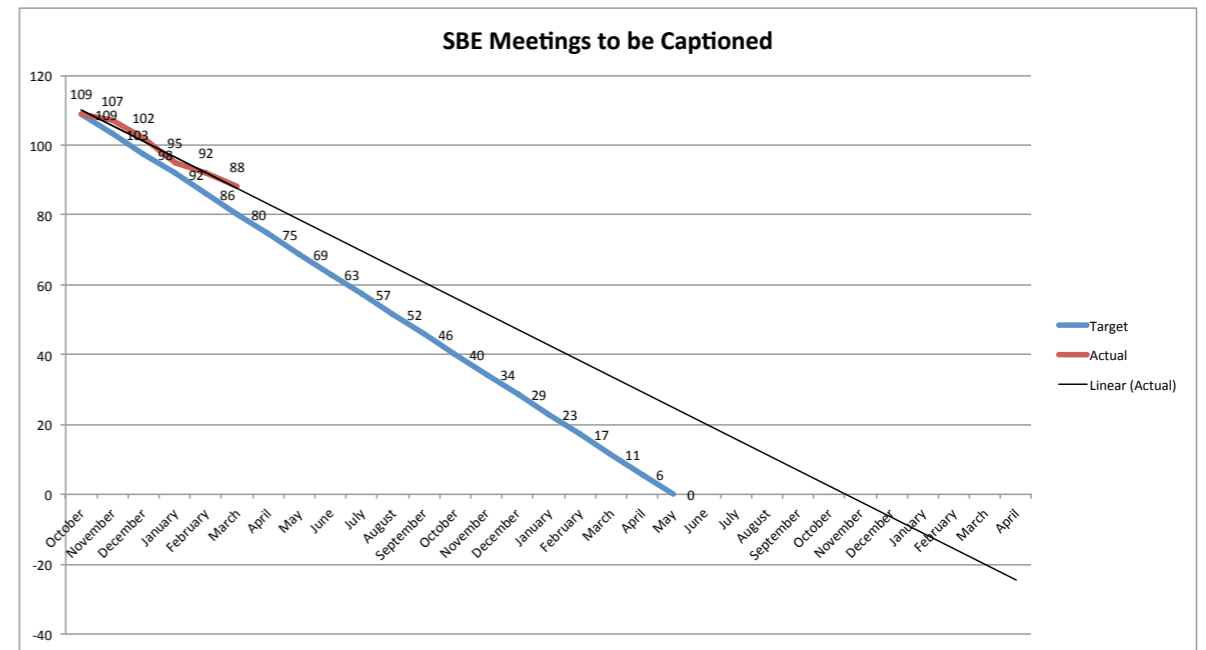
Majority of videos do not have a text alternative.

Measuring the Gap

Track percentage of SBE and MDE videos that require a text alternative. Track percentage of MDE videos that have been reviewed for captioning.

Updates

- Contract in place for archived video. Rate is \$230 per video hour
- Process underway to caption archived SBE meetings. Goal is to complete by fall 2016.
- Excluding SBE videos, a scan of MDE’s website found 110 videos to be reviewed for removal or scheduled for captioning
- If your video is scripted, adding captions to YouTube is easy. USE A SCRIPT.
- Agreement with MI Stream is ending 2/1/16. All videos will be hosted on YouTube.



| Implementation Plan | Due | Done |
|--|----------|----------|
| Inventory (time and quantity) of SBE videos to be captioned | NA | 06/02/15 |
| Inventory (quantity) of MDE videos on MI Streamnet | NA | 06/02/15 |
| Staff to determine which program videos need to be captioned | 10/02/15 | |
| Production test of captioning file for archived videos | NA | 06/10/15 |
| YouTube captioning training for staff | TBD | |
| Determine streaming host (YouTube vs MI Streamnet) | 10/02/15 | 10/02/15 |
| Determine process for Articulate training modules | TBD | |
| Issue RFP for FY 2016 - 2017? | 08/21/15 | 8/19/15 |
| Close bidding process | 9/9/15 | 9/9/15 |
| Choose vendor, contract in place | 10/1/15 | 10/1/15 |
| | | |

End Point

Have all MDE webpages pass WCGA 2.0 accessibility audit for both webpages and site structure by 5/15/17

Starting Point

Every MDE webpage (2000+) contains multiple accessibility issues for the new standards. Some issues are MDE's responsibility and some are DTMB's responsibility.

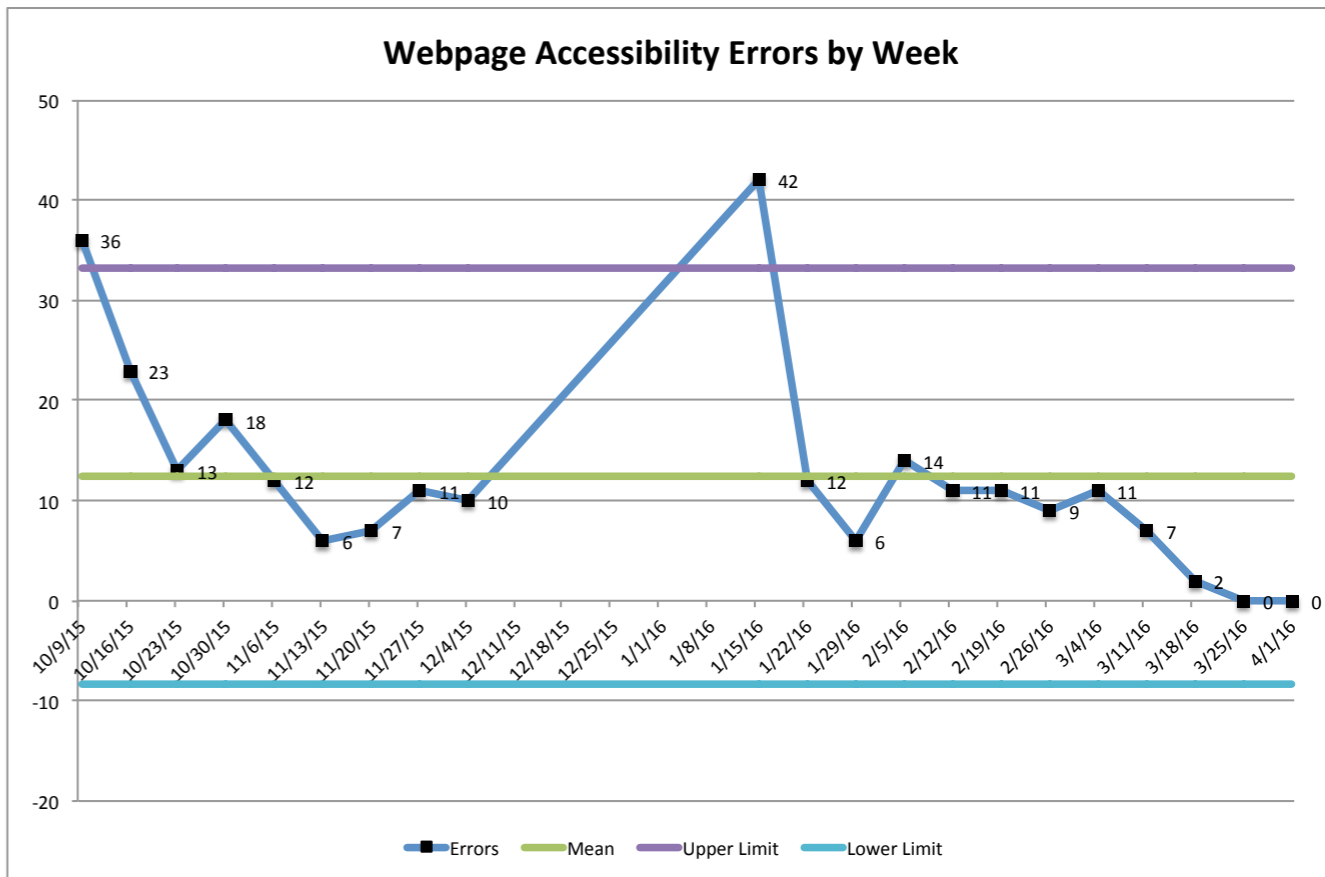
Measuring the Gap

Report weekly measurement of the number of webpages with accessibility issues.

Updates

- All staff with access to the website have been trained
- All MDE webpage content is compliant
- Going forward, task will be to maintain webpages and train staff on webpage accessibility
- E-Michigan offers monthly webpage trainings for CMA authors

| Implementation Plan | Due | Done |
|---|----------|----------|
| Deploy new quality assurance tool (Site Improve) | NA | (3/15) |
| Initial report of what needs to be fixed, work with DTMB to assign responsibilities | NA | (4/15) |
| Submit to USED website nondiscrimination notice for approval | 07/02/15 | 06/30/15 |
| Post approved website notice once approved | 9/4/15 | 8/24/15 |
| Fix MDE webpage content | 05/15/17 | 07/28/15 |
| Submit to USED SOM/MDE Web Accessibility Policy for approval | 09/03/15 | 09/03/15 |
| Submit to USED MDE Web Accessibility Plan for Approval | 09/03/15 | 09/03/15 |
| DTMB website training for MDE staff | 12/15/15 | 12/18/15 |
| Fix DTMB webpage structure | 05/15/17 | |
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End Point All streamed SBE meetings contain real-time captions

Starting Point Necessary equipment was installed in a previous upgrade, however, a meeting has never been captioned nor is there a relationship with a captioning vendor.

Measuring the Gap NA

Updates

- RFP closed and vendor has been chosen
- Contract covers both live and off-line captioning
- Contract runs 3 years
- Working with Wayne RESA on providing live captioning for MDE events they host



| Implementation Plan | Due | Done |
|---|----------|----------|
| Research and choose interim captioning vendor | 08/03/15 | 06/05/15 |
| Do internal testing of equipment | 08/03/15 | 05/15/15 |
| Install analog phone lines | 07/06/15 | 06/26/15 |
| Test equipment with vendor | 08/03/15 | 07/09/15 |
| Issue PO for August and September meetings | 08/03/15 | 07/27/15 |
| Stream first SBE meeting | 08/11/15 | 8/11/15 |
| Issue RFP for FY 2016 - 2017 | 08/21/15 | 8/19/15 |
| Close bidding process | 9/9/15 | 8/9/15 |
| Choose vendor, contract in place | 10/1/15 | 10/1/15 |
| Wayne RESA Live Captioning for hosted events | 1/1/16 | Ongoing |
| | | |

End Point By 5/15/17 all MDE web applications hosted by DTMB (state.mi.us) are accessible

Starting Point DTMB policy is that all sites must undergo an accessibility audit before going live. This may not include latest WCAG 2.0 standards nor linked/hosted PDFs

Measuring the Gap Track inventoried sites that are inaccessible. Track count of linked/hosted PDFs that are inaccessible.

Updates

- Reviews were completed of BAA Secure Site and MOECS. These are pilot applications.
- Initial DTMB inventory shows 24 hosted applications

| Implementation Plan | Due | Done |
|--|----------|---------|
| Inventory of applications | TBD | 8/31/15 |
| Verify which applications have undergone e-Michigan review | TBD | 8/31/15 |
| Schedule audits for applications that have not undergone a review | TBD | |
| Generate report of applications and PDFs that need to be remedied. (Initial audit) | 12/15/15 | Ongoing |
| Schedule and upgrade applications for accessibility requirements | 5/1/17 | |
| Update PDFs for accessibility requirements | 5/1/17 | |
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End Point

After 10/02/15 any new printed materials must contain the MDE notice of nondiscrimination. For items already printed, the notice may be delivered electronically.

Starting Point

There is no process for assuring notice compliance

Measuring the Gap

Unknown

Updates

- Notice is available on SharePoint (Documents/Templates)
- Notice has been distributed to MDE Leadership
- We have a request for a shortened version specific for printing
- The notice has been distributed to the field. This meets our obligation so we do not have to reprint existing materials

| Implementation Plan | Due | Done |
|---|---------|---------|
| Submit notice of nondiscrimination to USED/OCR for review | 7/2/15 | 6/27/15 |
| USED/OCR Approved Notice | 8/24/15 | 8/24/15 |
| Memo distributed to field | 9/3/15 | 9/3/15 |
| Verification submitted to USED | 9/8/15 | 9/3/15 |
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End Point

All external and partner websites available/promoted to the public have a documented review to determine responsibility for accessibility, security, and general governance.

Starting Point

Current process is informal and there is no documentation or systemic review.

Measuring the Gap

Tracking percentage of all sites vs reviewed. Tracking percentage of MDE sites completed for accessibility and security

| Implementation Plan | Due | Done |
|---|-----|--------|
| Draft criteria for MDE websites | NA | 6/5/15 |
| Finalize criteria | TBD | |
| Inventory all external and partner websites for review | TBD | |
| Inventory all MDE sites determined per criteria | TBD | |
| Contract for accessibility tool for testing external sites | TBD | |
| Process for new sites to undergo review early in site development | TBD | |
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Updates

- Final version of resolution agreement did not include external sites
- Since this is not a part of the agreement, this will be a lower priority item.
- Deputies instruct that MDE should develop a process to ensure MDE and SOM policies for outside websites are better followed.
- Outside MDE websites must adhere to the same accessibility requirements as MDE's main website. This includes displaying accessibility policy/notice with contact information, regular audits, timeline for fixing issues, and annual accessibility training for those responsible for posting content.

