

CA STATE AUDITOR REPORT DECEMBER 2017

The colleges reviewed are not adequately monitoring services for technology accessibility and districts and colleges should formalize procedures for upgrading technology

Report 2017-102

TIMELINESS DSPTS ALTERNATIVE MEDIA SERVICES

Audit Expectations

- Documentation of when requested & received by student
- Target turn-around time
 - Weekly review of spreadsheet of all requests by DSPTS director
 - Online table with expected turn-around times for materials
- Expected timeframe for faculty to select text books & materials:
 - Adoption of textbooks
 - Creation of handouts
 - Development of tests

BC Implications

- More work for DSPTS
 - Increased documentation
 - Weekly meetings
- Early timeframe for textbook adoption & creation of instructional materials

WEBSITE ACCESSIBILITY

Audit Expectations

- Policies & procedures to regularly monitor websites for accessibility & document compliance with accessibility guidelines
- Process to prevent inaccessible materials from publishing online
- Process for reviewing all changes made to website to ensure compliance with accessibility standards
 - Maintain records of past errors or reports
 - Maintain records of all complaints including entire process for resolution

BC Implications

- Need clear policies & procedures to prevent inaccessible materials from being published
- Establish procedures for tracking & reviewing complaints related to accessibility
- Increased work for Web/PR Team
 - Documentation of errors/fixes & complaints/resolutions

ACCESSIBILITY OF INSTRUCTIONAL MATERIALS

Audit Expectations

- Method for verifying instructors are ensuring accessible materials
 - Process to review textbooks and add-ons for accessibility
 - Periodic review the accessibility of instructional materials
 - Review all existing curriculum, materials, & resources as quickly as possible & make necessary modifications to ensure access for students with disabilities
 - At minimum, CCCC0 expects review & revise instructional resources & materials when the course undergoes curriculum review every 6 years for accreditation

BC Implications

- Develop process for accessibility in textbook/add-on adoption
 - Textbook Advisory Committee
 - Curriculum Committee
- Develop process for accessibility in curriculum review
 - Curriculum Committee
- Accreditation

FACULTY TRAINING ON ACCESSIBILITY

Audit Expectations

- Awareness of the accessibility standards for instructional materials
 - A requirement for instructors to periodically attend accessibility trainings should be included in the next collective bargaining negotiations
- Periodically review training to all instructors in making their materials accessible to students with disabilities

BC Implications

- Increased faculty awareness regarding professional development/FLEX
- Collective bargaining negotiations

COMPLAINTS: DISAGGREGATED BY TYPE

Audit Expectations

- Accessibility complaint process
 - Complaint process & form posted online
 - Processes for different types of complaints
 - Alt Media
 - BC websites
 - Textbooks/publisher websites
- Method for tracking complaints
 - Timeliness
 - Communication
 - Resolution

BC Implications

- Develop singular process for complaints
 - Establish a primary contact person who sends complaints to appropriate people/locations
- Develop method for tracking complaints
 - Initial concern(s)
 - Captures communication
 - Documents resolutions

IT MASTER PLAN – UPGRADE & REPLACEMENT

Audit Expectations

- Formalized, consistent campus/district practices
- Developed by the Technology Committee & Program Review process
 - Membership includes representatives from administration, faculty, staff, & students
 - Document - attendees, input, & agreements reached at college governance & dept mtgs
- Technology replacement tracking spreadsheet; Network monitoring software
- Includes description of the installation process
- Published on website & in the Technology Master Plan
- Includes quality training in the effective use of IT to students, faculty, staff

BC Implications

- Changes to ISIT composition to incorporate representative membership
- Formalize process for tech requests within departments