

ATI Product Accessibility Statement Recommendations

Purpose of Accessibility Statements

An Accessibility Statement is an important component in an organization's overall accessibility strategy. An effective Accessibility Statement includes several key components including:

- A clear statement of commitment to ensuring equal access for all users
- A summary of the overall level of compliance with accessible technology standards
- Support Documentation and Services ([Section 508 2017 601-603](#)) Information for users with disabilities regarding product accessibility features and gap
- A mechanism to allows users to provide accessibility feedback
- Links to resources (internal or external) that provide additional or related information

The *Key Components* section of this document describes each of these components in more detail and provides specific examples and recommendations that clarify the role and importance of each component.

Key Components

Commitment Statement

- Clearly convey your awareness of IT accessibility matters.
- Emphasize your commitment to ensuring universal access to your IT product/service.
- Note ongoing efforts to monitor for and remediate accessibility issues as they are identified.

Compliance Status

- Follow the guidance under [Support Documenatation and Services Section 508 2017 Chapter 6](#).
- Note any other best practices or guidelines you utilize during design and development (if applicable).
- List any third-party agencies with whom you have worked to evaluate accessibility support.
- Describe any formal testing process you use to determine accessibility support.
- Indicate if you conduct user testing with persons with disabilities to verify accessibility support.
- Provide a roadmap and timeline for resolving existing product accessibility gaps.

Product Usage Information for Users with Disabilities

- Describe any product features that may improve accessibility for users with disabilities including:
 - Accessibility-specific features (e.g. the ability to adjust font size and color/contrast settings for text or the availability of closed captions for videos)
 - General product features that may especially benefit users with disabilities (e.g. a 'Basic HTML' mode optimized for mobile platforms that also improves keyboard-only navigation).

- Describe any high-impact product accessibility gaps along with suggested interim workarounds that allow users to complete key tasks until the gaps are resolved. For example, if a technical support website isn't compatible with screen readers used by the blind, appropriate interim workarounds might include:
 - Alternative business processes that bypass the accessibility barrier (e.g. providing phone-based support until the web-based support site is accessible)
 - Use of a third-party product to replace or supplement inaccessible product functions (e.g. indicating that users may submit or check the status of technical support tickets via email).
- Describe accessibility features provided by your communication channels (e.g. a deaf or hard-of-hearing user may contact you via a TTY line or access support personnel familiar with telephone relay services).

Feedback Mechanism

- Indicate whether you have specific resources devoted to handling accessibility questions/concerns and provide the contact information for these resources.
- Provide a specific mechanism for users to contact your in order to:
 - Request accessibility-related assistance
 - Report accessibility problems
 - Request information in accessible alternate formats (e.g. large-print)

Additional Resources

- Provide links to Voluntary Product Accessibility Templates (VPATs) that describe the extent to which your IT products/services comply with applicable Section 508 accessibility standards.
- Provide links to any other internal accessibility documentation (e.g., accessibility information within general product documentation, FAQs, best practices, tutorials, case studies, or white papers).
- (Optional, as appropriate): Provide links to external sites that provide accessibility guidance including:
 - Accessibility features in web browsers or operating systems supported by your product (e.g. adjusting font sizes in Internet Explorer or enabling high contrast mode in Windows)
 - Assistive technology products used by persons with disabilities and supported by your product
 - Technical accessibility standards (e.g. Section 508 or WCAG guidelines)

Implementation Recommendations

Accessibility Statement is Easily Located on Your Website and from within the application.

- Accessibility Help Information found within your application.
- Provide a hyperlink that points to the Accessibility Statement and meets the following criteria:
 - Descriptive (e.g. 'Accessibility' or 'Disability Access')
 - Prominently positioned (e.g. on the landing page, help/support page, and/or site map)
 - Easily identified (e.g. adequate text size and color/contrast, not the last link in a complex page)

Keep the Information in the Accessibility Statement Current.

- Since IT accessibility support changes over time due to product updates, accessibility evaluations, and remediation activities, regularly review and update the Accessibility Statement so it remains up-to-date.
- Include a revision date for the Accessibility Statement so end users know whether the info is current.

References

- [Writing an Accessibility Statement](#) by NoMensa, a UK-based web design consulting firm, provides clear recommendations for drafting effective Accessibility Statements and a link to a web-based tool to generate a draft statement.

Direct any questions or comments to the ATI staff at ati@calstate.edu.