

Transcript

May 21, 2024, 4:00PM

Alexa Lowry started transcription



Alexa Lowry 0:30

Right.

So we're gonna go ahead and get started.

So for those who don't know me, my name is Alexa Lowry.

I'm the marketing coordinator here at ITS, so I work a lot on some of our messaging, email, social media.

I help out with our website and then I'll let Derek Caraway introduce himself.



Derek Caraway 0:51

Uh, yes, I'm Derek caraway.

I I'm the IT support specialist on our integrated communications team and I help with our website.

Uh.

From in House mass emails withing else need to be done.



Alexa Lowry 1:09

So our team works a lot with the ITS website and we've done a lot over the past few years, especially Derek to kind of make it more accessible.

So we kind of wanted to do a little training to talk about what we're doing here at ITS and kind of give a general overview on what accessibility, is and what kind of things you should be looking for when building out webpages or even some of the stuff is applicable for different applications you're building out.

Any forms?

PDF things like that.

So we're kind of going to go into what accessibility means and why it's important.

So what ITS is doing for accessibility and some tips and tricks that we've learned along the way along with some resources you'll be able to live with.

So accessibility is very general of a term for kind of when you think of Accessibility, you're in a narrow field of what you're thinking.

But it is such a wide range of things.

It's so I grabbed this definition and it's the quality of being able to be reached or entered.

Ease of access, availability, obtainability.

And I think that's where we really focus on an ITS as the availability and obtainability part, taking that user experience part side and merging it with accessibility.

So Accessibility is the concept of whether a product or service can be used by everyone when we're kind of building out our web pages, the information that we're putting out there is for the whole student body, faculty, staff, everyone.

It's not just the people who can read the page.

We're trying to make sure that it's accessible for everyone however they encounter it, so that's why there are these laws in place to help make sure that people with disabilities ohm can have just as equal of an experience with others, and designers should try to accommodate all potential users in many contexts of use anyways.

Something when doing some research that we found was that accessibility is usability but usability is not always concerned with the user experience of those with disabilities.

So there's graphic kind of shows you where Accessibility goes into more validation tools, standards, assistive technology where usability is more that use of ease, your satisfaction with the website, how it looks, how it feels, and you X is kind of where they both merge together to create this experience for everyone that all people can use it and get the same experience out of a web page.

So kind of going into disabilities and what we need to be thinking about is that a disability, any condition of the body or mind.

Uh type of impairment.

That makes it more difficult for the person with the condition to do certain activities, so activity limitation, any kind of barrier that they need to overcome and the way they interact with the world around them.

When we're talking about disabilities, you're discussing a large, diverse group of people with a wide range of needs.

So two people with the same type of disability.

So for example, an I site disability can be affected in very different ways, and sometimes those disabilities are hidden or not easy to see.

And because of that, it's easy to kind of forget about them in a way.

So why is Accessibility?

Why is accessibility important here at ITS?

It's important for everyone to access and use our websites and promotes inclusion and benefits for everyone.

It also legally provides us a layer of protection because there are those laws in place to make sure that we are being accessible.

So like I was saying, when it comes to legal and ethical implications, there are ADA guidelines that don't specifically go into technology all times, but there are very vague general ones.

And back in 2018, they're actually 50 colleges that were sued due to inaccessible websites.

And this is kind of what launched us into looking a little more into can we be doing more of it to make sure that everything we're putting out there, whether it be our web pages are PDFs, our training guides are all accessible to everyone, the tools and information we provide is important, not just to enable people, but also those with disabilities and disabilities are more than just loss of eyesight, limited mobility and loss of hearing.

It could be older adults, not English speakers, color blindness, autism.

These are all things that you don't think about when you hear the word disability, but they are limitations that people face that accessibility does encompass and some of these disabilities need to be considered and would not be checked by accessibility checker.

So that's where being your own accessibility checker comes into play.

So here I have some examples of bad web design when it comes to an accessibility standpoint.

So for example, in this first one there's no clear message.

Also, if you notice they're using like a graphic for their title screen, this is something that a screen reader would have a difficult time handling because it's not real tech.



Derek Carraway 5:47

No.



Alexa Lowry 5:54

So unless they have that alt text, it would just say blank screen.

It wouldn't be able to tell them anything and also just someone looking at this would not be able to understand what the point of it was.

When you have too many cluttering elements, so I don't know about you, but this

room right here stresses me out a lot looking at and that's one of those things where when you're talking about your users who maybe have are on the autistic spectrum or they have ADHD, things like that, when they look at a website like this, they're not going to want to stay there for the information because of all the clutter and information.

It also when you're talking about eyesight and screen readers, a screen reader is going to have a very difficult time navigating this page.

If you've ever used one on emojis, it takes a while.

Where they sit there and tell you every single description of every emoji, every icon, every image.

So something like this would not be very user friendly for a screen reader.

Are we also thinking about our mobile optimization?

So some people are not able to use a laptop, but they do have a cell phone or a mobile device that they want to access our web pages on.

So what happens when they take that web page or that email and they bring it to their phone?

If it's still optimized in any way that everyone can experience and then lack of simple navigation.

So when Regis site is it hard to understand what someone who has trouble processing information be able to understand easily where to click, where to go and then unreadable text.

So this kind of goes back to that cluttering element when it comes to screen readers.

If it's not text that's typed, their screen reader has trouble reading it.

Also, unclickable buttons when a device when the elements don't adjust, the device will not let you click those buttons and that can become a problem.

A little not so fun fact about this slide as I was creating it.

If I hadn't put Alt text on each of these images to say what this message was, a screen reader would not be able to read this slide, making it not accessible.

So Derek going to kind of give us some tips and tricks for website accessibility and how we can start being more kissable.



Derek Carraway 7:56

Yes, so.

Yeah.

Thanks, Alexa.

Uh, so these are just a couple of things to consider for being accessible.

One any document you were to upload to your website, we should should be run through an accessibility checker and there's several out there.

He and ITS we've been using.

Umm Adobe there's an accessibility checker feature within Adobe which will give a short demo in a minute, but for now that's that.

And then also test the screen.

You can.

Uh, there's a screen reader built in on all computers these days, and I'll you can kind of check.

Let it read aloud and see if it's logical or if the reading order is logical and that kind of stuff.

So it makes sense if somebody's relying strictly on the screen reader to view your document or site.

Ohh and then use your testing.

The people who actually do rely on the sister technology, such as that, should you, you said survey.

Umm.

Or have a little testing group and get feedback from people who actually rely on these assistive technologies to to navigate your site.

So those are just a few examples.

Umm, next line?



Alexa Lowry 9:25

Yeah.

So we have a fun little demo for you.

Of what if screen reader would do with something that's not accessible?

So here's a slide that kind of takes a few of those things that I talked about earlier into effect.

So we have a bunch of emojis on here.

We have some unnecessary letters that create a word that's not a real word in the English language.

We have some text randomly placed on the screen and just a lot of chaos going on, so I wanted to see what a screen reader would do and this kind of goes into that testing and on your own to see what happens.

But here's what a screen reader?

Which one moment let me reshare because I don't think I shared my audio.

This is what a screen reader would do if you were to have it read the screen.

Flight 11.

Let's test it slide 11.

Who?

Loving slide.

Have you ever run a screen reader?

Face with tears of joy, thinking, face smiling cat face with heart, eyes smiling face with sunglasses.

Partying face.

Face with monocle?

Thumbs up.

Light skin tone.

OK, hand light, skin tone, clapping hands.

Light skin tone.

Laptop Computer woman technologist hi text box.

Maybe that was rough, wasn't it?

Text box slide 11.

So as you can see, not the most fun thing to have to sit there and listen to.

And if you can't see the screen, it would be very confusing to know what you just heard.

Umm, a while ago on social media there was a trend that went around where you would take the AI voice and you would kind of do that.

Ha ha.

Has and at the end, even the AI started slurring its words as if it was drunk, because screen readers have trouble with things like this, it kind of ruins their cognitive ability to read what it's doing.

So I would say the ha ha was my was the funniest part of this.

But when you look at something like this and you think of how you're using emojis or short text.

So for example, if I was to read its on the screen, it actually reads it as it's instead of IPS.

So are we putting periods?

Are we correcting the accessibility on the side to make sure that when a screen

reader does use our website, it's reading it properly to them?

These are all things that you don't think about until you're actually testing and using those features.

Umm, what is ITS doing to be acceptable for? No.



Derek Carraway 11:50

So some things that uh, ICS has been doing several things lately.

Ohh wait, because we're in, we're committed to ensuring the website is ohh.

Ohh is accessible to anyone who wants to use it, so we've been working on with.

To clean up the side, there's it's been a long ongoing effort we've been.

Excellent tool that we've been using to identify issues on this on our side is site and prove it flags accessibility issues and even shows you examples on how to use it or how to fix it gives you a little code snippets and they've Wright improve has recently rolled out a little AI feature that will even like give you the exact code snippets of to fix it.

So we've been doing that.

And.

Yeah.

Thanks, Alexa, and we've been running ever since we did our website redesign early last year.

Any new documents that we upload to the website get checked for accessibility first before we upload and at this time I'm going to show you a quick little demo.

Ohh of.

To.

Do that to uh.

Here we go and this is going to be using uh are pursuits from this past month because we always save it as a PDF and then put it on our website.

So this is a good example for a recurring one that we checked frequently, so.

You know that when you open it in Adobe, uh, you go to the side toolbar here and find this little icon that says accessibility.



Alexa Lowry 13:49

Eric, we see your email, not your Adobe.



David Letourneau 13:49

Hey.



Derek Carraway 13:52

Oh crap. Sorry.

Ohh man sorry one second.

I apologies.

Let me move this over now.

What it? I'm sorry.

Technical difficulties. Uh.

OK. Sorry.

Let me let me share again.

See, I didn't get along.



Daniel Stevenson 14:14

You.



Derek Carraway 14:14

Is that sorry, uh.

OK, now it's showing the other side don't count.

Bring all.

See it now.



Alexa Lowry 14:28

Yeah, we're good.



Derek Carraway 14:29

OK, great.

Sorry about that.

Uh, these double screen sometimes anyway.

So uh, as since you couldn't see the secular?

I'm gonna close out this for SEC.

So in the toolbar on the right you look for this little Accessibility icon and you click it and uh.

But first I wanna say you click this accessibility, check option and you start checking or you click this option at the bottom it says start checking and then this other box opens on the left and shows you all these issues.

Now at first glance, that looks like a lot of issues, but one thing I've learned doing this now I'm I'm going to ask out of this and before I go check again, I'm gonna go up to this very top option and click auto tag the document and it takes a couple of seconds but it auto tags the document where like it puts all the tags in there for screen readers and to jump around and then uh after doing that I click accessibility check again and it takes care of a lot of issues that were just showing.

Up there's only a few minor ones left, and I'm just gonna show you how to check for a couple of them up here.

Uh under document?

Umm.

Actually show the title failed first.

Uh, we're gonna that.

The document has to have a title and they recommend it being different than the. Than the file name, but it can be similar, but in order to fix the title failed you can right click anywhere in the document and go to document properties and and this title box up here you're just going to name it, so I've usually like for this.

This is the May edition of the Pursuits, so I'll just type in like Ohh 2020, 2024.

May.

Pursuits.

Where is the letter that's I messed up that capitalization?

Then I'll leave it for now for time sake, but I'm gonna click.

OK.

And then when you come over here, you can right click title, fail and do check again and it's changes to pass.

So that's just one example.

I've had to fix one thing and another thing in our tips and tricks we mentioned about checking like for the read aloud for so you can see if it reads in logical order.

So I'm gonna do a quick demo how to do that.

So in Adobe here you go up here to view and you go to the South and that says read aloud first you have to click this activate read aloud, then you go back in here and the same option and then you can click you can click the read the page you're on or

read to the whole document for this site will do.
Read this page only and it starts reading aloud.



David Letourneau 17:47

Derek, are we supposed to hear this?

Because I yeah, I believe that to share your audio for us to hear it.



Derek Carraway 17:51

Sorry, yes, one second.

I'm sorry I didn't realize a second.

Wait, where are you?

I'm sorry.

Wait, let's stop sharing personal.

Ohh know what not.



David Letourneau 18:07

Yeah, I think I think I think when you go when you stop sharing and go to share again, I think when you go to share again, there's an option for share your audio.



Derek Carraway 18:16

Gotcha.

OK, let me stop sharing for a second.

Sorry, I didn't realize. Ohh.

Yeah.

Share. Uh.

Oh, includes sound.

OK, that should do it.

OK, sorry about that.

I didn't realize I had not shared the audio, but anyway, so we go back in here and do read this page only May 2024.

ITS news at FSU.

We are IT.

Shout outs by the numbers.

Viva, join IT calendar and for this site you don't have to check everything, but we're gonna go down to the second page and just test show how you can test it to read

and it will read the first actual little article snippet.

Tech tots take your child to work day.

ITS recently had some exciting visitors, our kids as part of the take your child to work day festivities, we hosted several activities for our newest team members to enjoy the whole thing.

The fan favorite event was the original intelligence AI activity.

You can hit stop and it'll stop, but that you might have noticed like the legs are mentioned, stop it.

Pronounces ITS as it's.

I haven't quite figured out a solution for that yet for, but it's got to deal with it for now.

But that's an example of trying to find for the how to fix the logical reading order, and then when you've manually checked it and if everything looks good, you just go over here and right click and you click the pass button and says passed manually.

So that's just an example of how you could check a couple of things for accessibility in your document.

And with that, I'll shoot it back to Alexa for a minute.



Alexa Lowry 20:10

Yeah.

So one of the things I know someone had asked about fixing that whole, ITS saying it's it kind of depends on what the program is.

We're still trying to figure out a way to fix it in like documents, but for things like PowerPoint, it actually is an easy fix because most of these do need alt text anyway, so when you would do it, you would just do I space T space SORI dot dot S and that should fix it most of the time.

But we are still looking to figure out how to fix it with word documents, which is something that we're working with.

The Office of Accessibility on Umm.

So some resources we just wanted to let you guys know about here at ITS and on campus.

Two of the things that I use a lot is Viva learning.

So within Viva learning there's a lot of lessons on Accessibility.

A lot of this information did come from you're learning, and that's a free resource to all ITS employees currently.

So you can go on there and search Accessibility in PowerPoint, word, general accessibility and it'll bring you a lot of lessons that are either short or long in-depth overviews that will help you kind of get a more broad understanding of accessibility in the technology field.

Also, the Office of Accessibility Services is our on campus office that works with all Accessibility needs, whether that be building access technology in the classroom support.

So they are a great resource.

We were supposed to do this presentation with them.

Unfortunately, they were not able to do it today with us, so we are looking to do another one in the future where they'll come in and kind of give a little more in depth overview of accessibility on campus.

But if you ever need any resources or want to get in touch with any of them, that's their website there.

Uh, and we are going to share these slides after.



Derek Carraway 21:49

Right.

So we share the.



Alexa Lowry 21:51

Uh, yeah.

Thanks.

There we go and I will let Derek talk about the other two.



Derek Carraway 22:00

Yes, so.

So some other helpful piece sources is we that's about tools that we use.

I mentioned uh uh site that we use in site site improve earlier we had the Adobe Accessibility checker.

There's also Adobe has a color contrast analyzer checker where you can like check the colors in your document or on your site to make sure they meet ADA requirements.

And then there's also free, uh, additional free screen readers out there that you can download.

There's one called Jaws.

That's really good voice over.

Umm, we've got that then also we're working on a I've been working on compiling a new web page that has a bunch of these resources that we hope to launch soon.

Have some kind of an overview of everything we discussed, some relevant documentation that we've been working on a couple FQS, some other and some links to some other external resources and that would be coming soon.

Give muted.



Alexa Lowry 23:21

Yeah.

We wanted to leave some time for any questions that anyone might have, or if you have any resources that we maybe didn't mention that you would like to share with the group.



Derek Carraway 23:27

OK.



Alexa Lowry 23:29

David, I see.

Have your hand up so we can go to you first.



David Letourneau 23:32

Thank you.

Thank you.

First of all, for sharing this information with us, it is useful to know that we have these resources.

I did want to point out that it appears that Microsoft Word also has a check accessibility option and a read aloud option right under the review tab.



Alexa Lowry 23:53

Yes, they do.

And also within Microsoft Word, if you'll notice on the bottom of a Word document, they do also tell you kind of where you're at accessibility wise.

So it'll tell you if you need to investigate it more, or if you're kind of accessible to all

it does give you a little demonstration on the bottom of where you're at with your Accessibility on those documents.

Thanks for that reminder.



David Letourneau 24:16

The problem?



Derek Carraway 24:16

And Xel has that as well.

By the way, I forgot to mention that earlier.



Alexa Lowry 24:24

Any other questions, comments.



Derek Carraway 24:27

One in the cell. Umm.



Alexa Lowry 24:28

Oops.

Yeah, let's see.

Yes, so that's that ITS like I was saying, we're trying to figure out a better way on doing it when it comes to like any graphics or PDFs, you are able to go in and change what that alt text is and what it will read aloud.

So there, like you said, put things the dots or putting spaces between each letter will help.

We're still trying to figure out on word documents, though, how we can accomplish screen readers, not reading it as it.

Well, this is our contact information.

If you ever have any questions or would like to know more, this is where you go.

Like Debbie said, contrast is the big issue and this is something too that if you look at our FSU branding, they talk a lot about what colors you can use on what and a lot with the seal.

That's something that I think we forget a lot on applications is what colors we can put where we want to jump instantly to a gradient box with this color.

But think about if it's accessible and there are websites like the ones you shared that

you can check and see if the shades are using are appropriate.

Well, with that, I think that's everything.

Like I said, we're going to share all these slides afterwards and we will have a recording of this session for anyone who cannot make it and we hope to do a follow up in the near future with the Accessibility Office to kind of go a little more in depth and hopefully have some more resources for you.

I thank you all so much for coming.



Derek Carraway 26:02

Thank you.

Have a great day.

Thanks.

Alexa Lowry stopped transcription