

Accessibility Roadmap Template

# Background

The CSU is committed to ensuring that its programs and services are accessible to everyone. As part of this commitment, the CSU’s Accessible Technology Initiative gathers information regarding technology products to assess whether they are usable by persons with disabilities. Gathering this information is critical as it provides the CSU sufficient knowledge to plan for workarounds or accommodations that may be necessary until the vendor has resolved accessibility issues. This information also allows the CSU to select products that provide strong accessibility support and therefore reduce or eliminate the need to provide accommodations to work around accessibility gaps.

# Instructions

The CSU recognizes that producing accessible technology products may require a significant commitment of resources and that accessibility remediation may require time to accomplish. Thus the CSU ATI has developed this template as means for vendors to document accessibility gaps associated with their products and to indicate their plans for addressing these gaps in the future.

We ask that you complete the roadmap provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for your product Including the following:
   * Gaps identified in the Voluntary Product Accessibility Template (VPAT)
   * Gaps identified in other product support documentation
   * Gaps identified by a third-party accessibility evaluation report (where available)
3. **Current Status:** Enter one of the following values:
   * Open: The issue has not yet been resolved
   * Closed: The issue has already been resolved
   * I/P: The issue is currently under investigation
   * Other
4. **Disposition:** Enter one of the following values:
   * Planned: The issue will be resolved
   * Deferred: The issue will not be resolved
   * I/P: The issue is currently under investigation
   * Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds**: Describe the business processes that your company will offer or third-party products that consumers or campuses should consider to work around the issue
7. **Comments (optional)**: Provide details/description regarding the issue
8. **Additional Information (optional)**: Provide any additional discussion regarding accessibility plans

# Accessibility Roadmap

## Vendor/Product Information

|  |  |
| --- | --- |
| Vendor Name | CourseSmart, LLC |
| Product Name | CourseSmart web site and online reader |
| Product Version | CourseSmart 7.0 and greater |
| Completion Date | June, 2013 |
| Contact Name/Title | Jim Ambach, SVP of Product Management |
| Contact Email/Phone | [jambach@coursesmart.com](mailto:jambach@coursesmart.com), 650-295-3833 |

## Specific Issues

| Issue Description | Current Status (Open, Closed, I/P) | Disposition (Planned, Deferred, I/P) | Remediation Timeline | Available Workarounds | Comments |
| --- | --- | --- | --- | --- | --- |
| Detect use of Screen Readers automatically on user registration in order to allow users to self-register for our accessible reader. | Open | Planned | November, 2012 | Contact Customer Support, and they will register the account appropriately. | This will allow students to enable this process without having to contact Customer Support. |
| Update our Accessible Reader functionality to take advantage of new features found in our standard reader (including infinite zoom, multiple reading views, etc.) | Open | Planned | December, 2012 | We offer our current accessible reader that has much of the functionality we provide in the new reader. |  |
| Experiment with new eTextbook formats that are inherently accessible (such as ePub3) | Open | Planned | Q1, 2013 | Upon request, we will “remediate” titles by adding tags in them post-production that make them work more effectively with assistive technology. | Starting in late 2012, we will start working with our publishers to provide us with eTextbook formats (ePub) that have accessibility built into them. |

## Additional Information

In addition to the items specified above, we will continue to improve the accessibility of our website. We release new functionality on a monthly basis, and almost always include fixes and enhancements that improve our accessible experience.

Note that the Remediation Timelines specified above are based on our best planning efforts to date. These dates may shift due to engineering complexity or to emerging priorities. To the extent possible, we will keep this roadmap up-to-date.