

UniSA's Online Accessibility Action Plan Update – July, 2007

OBJECTIVES AND STRATEGIES

Objective 1: That all new corporate online information in the unisa.edu.au domain conforms to WAI guidelines.

Strategies		Performance indicators	Responsibilities	Timeline
1.1	All material created after 1 July 2003 will be compliant with AA rating of WAI guidelines (eg, meet Priority 1 and Priority 2.levels.) Priority 3 level is desirable.	Compliance to current WAI guidelines is achieved.	Director: Information Strategy & Technology Services	Ongoing
1.3	All new and converted sites will be checked for accessibility as part of their (re)development.	All new and converted sites are accessible.	MDU	Ongoing
1.4	The UniSA homepage and any sites identified as being inaccessible to a UniSA student or staff member with disabilities will be made accessibility compliant in a timely manner.	Identified sites comply.	Page maintainers	Ongoing

Objective 2: That all staff are aware of the University's web accessibility guidelines.

Strategies		Performance indicators	Responsibilities	Timeline
2.1	Conduct awareness raising sessions for all staff. Conduct ongoing training with specific tailored training available for each group ie. web authors as opposed to 'all staff'.	Sessions conducted.	Online Accessibility Management Committee	Ongoing
2.2	Distribute guidelines to web authors.	Guidelines distributed.	Director: Marketing and Development Unit	Completed August 2003
2.3	Guidelines to be included in UniSA policies and procedures dealing with online environment.	Amendments to relevant policies and procedures.	Convenor, University Web Management Group	Completed August 2003

Objective 3: That all staff with web responsibilities can implement the University's web accessibility guidelines.

Strategies		Performance indicators	Responsibilities	Timeline
3.1	Training programs for web authors are available and include detailed information on web accessibility.	Training available.	Director: HR, ISTS, MDU	Ongoing

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3.2	Web authors are trained to ensure compliance with guidelines. Software to be made available to authors to enable development of online materials and to assist authors in checking compliance.	Training plan is documented. Resources for training are identified.	Managers, Heads of School	Ongoing
3.3	Helpdesk staff are trained to recognise accessibility issues as identified by user complaints, requests and questions.	Training conducted. Information included in induction package.	Manager, Customer Services (ISTS)	Ongoing
3.4	Online resource provided which educates staff in the development of accessible online material.	Online resource available.	Online Accessibility Management Committee	Completed August 2004

Objective 4: That online teaching and learning resources and materials are designed and delivered so that the level of communication and educational experience is equivalent for all students and staff - with or without disabilities.

Strategies		Performance indicators	Responsibilities	Timeline
4.1	All new online learning resources are designed to provide “built in” accommodation (eg closed captioning, descriptive narration) and/or interface design/content layout which is accessible to industry standard assistive computer technology in common use by persons with disabilities.	Online learning resources meet the appropriate priority. UniSANet templates and Online Library resources can be accessed using industry standard assistive computer technology.	PVC: Academic Director, FLC	Ongoing
4.2	Curriculum materials and resources created as part of the normal review process are accessible.	Online learning resources meet the appropriate priority.	PVC: Academic Director, FLC	Ongoing
4.3	Students or staff unable to access web resources on the Library website are provided equivalent alternative materials.	Students or staff receive accessible learning materials in a timely manner.	University Librarian	Ongoing
4.4	Students or staff unable to access resources on UniSANet are provided appropriate, equivalent alternative materials if required.	Students or staff receive accessible learning materials in a timely manner.	Course coordinators	Ongoing
4.5	Students or staff unable to access resources on School websites are provided equivalent alternative materials to those on a School website if required.	Students or staff receive accessible learning materials in a timely manner.	Heads of School	Ongoing
4.6	Staff unable to access web resources required for induction or training purposes are provided equivalent alternative materials if required.	Staff receive accessible learning materials in a timely manner.	Responsible coordinator / consultant	Ongoing

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Objective 5: That online administrative services and materials are designed and delivered in such a way that the level of service is equivalent for all students or staff - with or without disabilities.

Strategies		Performance indicators	Responsibilities	Timeline
5.1	All new corporate online administrative services are designed to provide “built in” accommodation (eg closed captioning, descriptive narration) and/or interface design/content layout which is accessible to industry standard assistive computer technology in common use by persons with disabilities.	Online administrative services meet Priority 1, 2 and beyond accessibility as appropriate. All templates in web-based information services can be read using industry standard assistive computer technology.	Director: Information Strategy and Technology Services	Ongoing
5.2	All new online administrative services provided by Schools and Divisions are designed to provide “built in” accommodation (eg closed captioning, descriptive narration) and/or interface design/content layout which is accessible to industry standard assistive computer technology in common use by persons with disabilities.	Online administrative services meet Priority 1 and 2 accessibility and beyond as appropriate. All templates in web-based information services can be read using industry standard assistive computer technology.	Division Managers, Heads of School	Ongoing
5.3	Students or staff unable to access administrative resources are provided alternative administrative materials if required.	Students or staff receive accessible materials in a timely manner.	Director, HR & Consultant, HR Services (for staff) Senior Disability Advisor (for students)	Ongoing

Objective 6: To ensure that the University's commitment to online accessibility and the Action Plan is promoted throughout the University and the wider community.

Strategies		Performance indicators	Responsibilities	Timeline
6.1	A copy of the Online Accessibility Action Plan will be placed on the UniSA website.	The Plan is available on the UniSA website.	Chair, Online Accessibility Management Committee	Ongoing
6.2	The Plan will be lodged with HREOC and other stakeholder groups.	Copies of the plan are sent.	Vice-Chancellor	Completed April 2004
6.3	Reference to the University's commitment to online accessibility and the action plan will be made in all appropriate University publications.	References to the commitment and plan appears in all appropriate promotional documents and internal publications.	Director: Marketing and Development Unit	Ongoing

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6.4	A copy of the Plan will be given to all Heads of School, Managers of Units and Pro Vice Chancellors.	Copies are distributed.	Chair, Online Accessibility Management Committee	Completed April 2004
6.5	Copies of the plan and reference to the University's commitment will be made available as part of University's staff induction process.	Copies and reference to UniSA's commitment are included.	Director HR	Completed April 2004
6.6	The Online Accessibility Plan is available in alternative formats if required.	Copies of the plan are available in an appropriate alternative format on request.	Chair, Online Accessibility Management Committee	Ongoing

Objective 7: To ensure that periodic evaluations of the implementation of the plan are conducted and appropriate actions taken.

Strategies		Performance indicators	Responsibilities	Timeline
7.1	Action Plan forwarded to SMG for endorsement.	Action Plan approved and implemented.	PVC, Academic Chair, Online Accessibility Management Committee	Completed
7.2	Complaints about compliance with the Action Plan are referred to the ISTS helpdesk or an appropriate University representative as outlined in the University's grievance procedures.	Complaints are resolved in a satisfactory and timely manner.	ISTS Student Ombud Director: HR	Ongoing
7.3	Action Plan is reviewed and amended as appropriate.	Amendments made as required.	PVC, Academic	Ongoing
7.4	Report on the progress of the Action Plan.	Report completed.	PVC, Academic	Annually
7.5	Develop appropriate evaluation processes to ensure compliance is being achieved.	Tools and/or evaluation processes developed to monitor compliance.	Chair, Online Accessibility Management Committee	Ongoing

Objective 8: Ensure that course materials which teach about online delivery incorporate information about accessible design requirements.

Strategies		Performance indicators	Responsibilities	Timeline
8.1	All new curriculum materials and resources for courses that teach about online delivery incorporate information about WAI guidelines, priorities and compliance.	Graduates are aware of accessible design principles.	Heads of Schools	Ongoing