Accessibility Scenarios

Scenario 1: Online Study Site

The English department has decided to adopt an online study site provided by a textbook publisher. The department does not require use of the site, but is encouraging students to use it for additional practice and support. After one quarter of use, initial reports are that the site has a few issues (uncaptioned videos, color coded text that is problematic for students with colorblindness, etc.) that have made it difficult for students with disabilities.

Scenario 2: Medical Leave Form

In order to obtain permission to take leave for medical reasons, all college employees must complete a form and submit it to their supervisor for approval. Unfortunately, the form is an un-editable PDF that requires users to print it, fill it out by hand, obtain the signatures, then send the signed and scanned version to a central office. In it's current form someone that needs to use voice dictation software or text to speech software would be unable to fill out the form unassisted.

Scenario 3: Lab Simulation Software

The Chemistry department has decided to use an online lab simulation software in order to offer lab sciences in an fully online format. This is currently the only lab science class available online, thanks to this simulation software. Prior to adopting this software the college was unable to offer a fully online degree option. However, it was just reported that the software is not compatible with some assistive technology. For the most part it's compatible, but a few activities require using the mouse to drag and drop - making it inaccessible to anyone unable to navigate with a mouse.

Scenario 4: Social Media Announcement

Your college's Communications office uses Facebook to post announcements and information for the college and local community. The Communications office also sends these announcements out in (accessible) email formats to the campus community. However, since Facebook has fewer tools available to create accessible content, so it's likely many of these social media posts may not be entirely accessible.

Scenario 5: Advisor Kiosk

To meet with an advisor, students enrolled at your college need to first sign in using a computer kiosk. The kiosk is standard counter height, making it difficult to use for a student using a wheelchair or anyone that's not average height. After the student signs into the kiosk they are given a number. When their number is called they may go back and meet with their advisor.

Scenario 6: Campus Email Client

Your college is something special. They have decided to throw all caution to the wind and purchase a new email client (Outlook is soo 1998, and Gmail soo 2003). Luckily accessibility is being taken into account for this decision. One vendor has supplied a third party certification that their product is WCAG 2.0 AA compliant, yet you've read on some forums that some assistive technology users complain about it's unintuitive layout and difficulty navigating through the interface (it's possible, but not as easy as it should be). The other company does not have third party certification, but they have provided a VPAT that indicates a couple of areas in need of improvement and have provided a roadmap and the contact info for their accessibility specialist. Informal reviews on forums have shown that users with assistive technology have been relatively impressed with the 2nd company's email client as the areas in need of improvement are not popular/commonly used features.