

# 2024 WEBINAR SERIES



## Lessons learned on web and digital access for customers with disabilities

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Website: [ccer.org/adii](http://ccer.org/adii)

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## Disclaimer

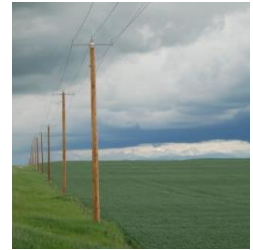
The information, materials, and/or technical assistance that are provided by UW-CCER are intended as general information and are neither a determination of your legal rights or responsibilities under the ADA or any other law nor binding on any agency with enforcement responsibilities under the ADA.

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# The Americans with Disabilities Act (ADA)

1. Employment
2. Programs of state, county, and city governments
3. Goods and services of private businesses
4. Telecommunications (relay calling, captions, and 911)

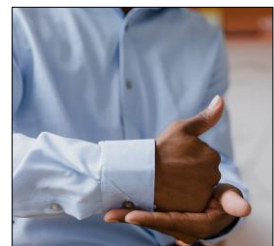


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# The ADA and programs of state, county, and city governments

1. Program accessibility
2. Effective communication
3. Reasonable modification
4. Administrative requirements



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## True or false:

The U.S. Dept. of Justice enforces the ADA for state, county, and city governments.



The U.S. Dept. of Justice enforces the ADA for state, county, and city governments.

**True**



## The ADA and websites and digital communication

“Inaccessible web content means that people with disabilities are denied equal access to information. An inaccessible website can exclude people just as much as steps at an entrance to a physical location. Ensuring web accessibility for people with disabilities is a priority for the [Department of Justice](#).”



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## About Accessible Design and Innovative Inclusion (ADII)

- Accessibility review of websites, apps, and electronic documents
- Accessibility review of physical spaces
- Architectural plan reviews for access
- Consultations on policies, programs, activities, and services for access and inclusion
- Assistance with ADA self-evaluation and transition plans



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## ADII's accessibility reviews of websites and digital products

- Human evaluators, who use assistive technology for everyday computing tasks
- Web accessibility evaluation checkers or tools – what percentage of issues do these programs report on?

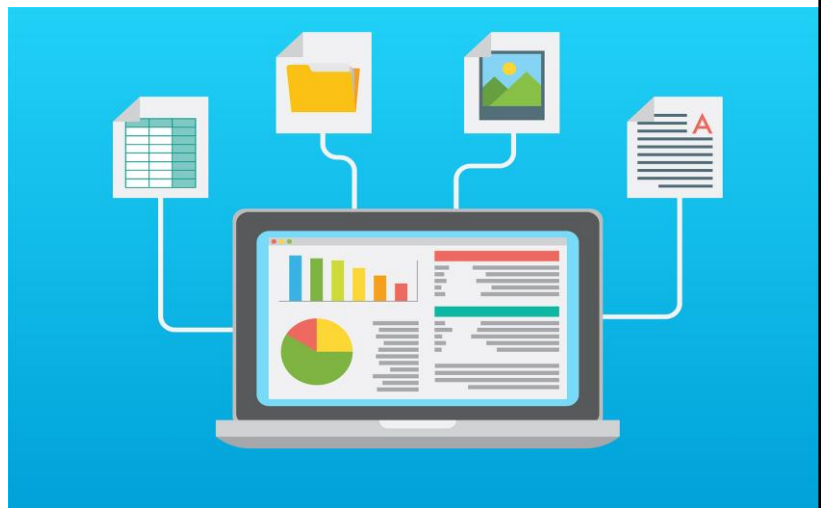


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## What we've learned about web & digital access

- Graphics
- Headings
- Links
- Color contrast
- Reading order
- Form elements
- Tables
- Plain language



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## Graphics

- Do graphics have alternative text or image description?
- Is any text given as a graphic?



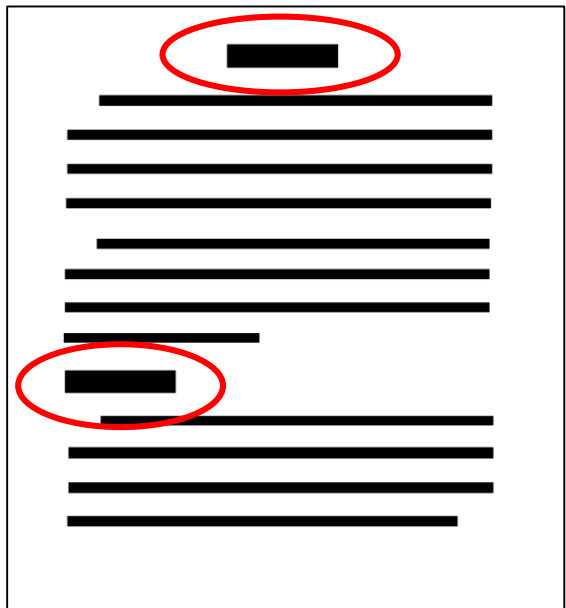
Coco & Kona love the off-lease dog park!

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## Headings

- Are headings formatted as headings?



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## Links

- Are all links descriptive and accurate?
- Are all links unique?

~~[http://www.kwocu03lx83%ldw\\$lw0dk;aw0.net](http://www.kwocu03lx83%ldw$lw0dk;aw0.net)~~

~~[Click here](#)~~

~~[Click here](#)~~

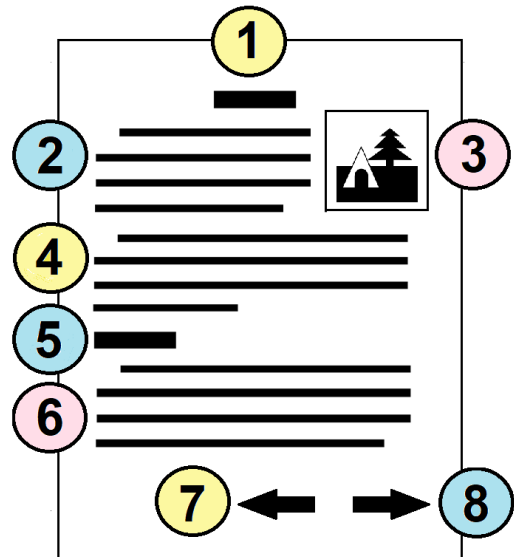
~~[Click here](#)~~

## Color contrast

- Is the text color different from its background color?
  - Orange on white (low)
  - Light grey on white (low)
  - Dark blue on white (high)
  - Black on white (high)

## Reading order

- Is anything read out of order?
- Is anything skipped over?
- Is anything read that would be confusing or extraneous?



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## Form elements

- Edit field
- Checkbox
- Radio button
- Drop-down menu

**First name:**

**Last name:**

**Phone number:** ( ) -

**Email address:**

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## Tables

- Is the table necessary?
- Is it formatted properly?

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800-555-5555	425-555-5555	425-555-5555	425-555-5555

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## Plain language

Is the information:

- easy to read and understand?
- in active voice?
- written for the audience?
- in a logical reading order?
- in short sentences and paragraphs?
- free of jargon?



**SARTAC**  
Self Advocacy and Beyond



plainlanguage.gov

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## What might be an example of plain language?

A. The application must be completed by the applicant and received by the financial office by June 1st.

B. We must receive your application by June 1st.



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## Resources

- [U.S. Department of Justice](#)
- [Web Content Accessibility Guidelines \(WCAG\)](#)
- [The World Wide Web Consortium \(W3C\)](#)
- [WebAIM](#)
- [ADA National Network](#)
- [ADII](#)



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## Questions?

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