

STANDARD ADMINISTRATIVE PROCEDURE

29.01.04.M0.02 Accessibility of Electronic and Information Resources

Approved August 13, 2015

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Standard Administrative Procedure Statement

The use of Electronic and Information Resources (EIR) supports the overall operation and mission of Texas A&M University (Texas A&M). Ensuring these resources are accessible is required by state and federal laws.

Definitions

Electronic and Information Resources (EIR) – has the meaning assigned in *Texas Government Code* 2054.451(1). Other terms such as, but not limited to, Information and Communications Technology (ICT), Electronic Information Technology (EIT), etc. can be considered interchangeable terms with EIR for purposes of applicability or compliance with state and federal laws.

EIR owner – A person responsible for a business function at Texas A&M who determines controls for, and oversees the development, acquisition, and/or use of, EIR supporting that business function.

Information Resources – the procedures, computer equipment, computing facilities, software and data which are purchased, designed, built, operated and maintained to collect, record, process, store, retrieve, display, report and transmit information.

Major Information Resources Project – has the meaning assigned in *Texas Government Code* 2054.003(10).

Official Procedure and Responsibilities

1. APPLICABILITY

- 1.1. This procedure applies to:
 - 1.1.1. EIR products developed, procured, or changed by a Texas A&M employee or third party acting as an agent of, or on behalf of, Texas A&M, or through a procured services contract (i.e., vendor contract); and,
 - 1.1.2. EIR services provided through hosted or managed services contracts.
- 1.2. This procedure does not apply to:
 - 1.2.1. EIR that have been exempted by the Texas Department of Information Resources (DIR). A list of exempt EIR is posted under the Accessibility section of the DIR website.
 - 1.2.2. Devices containing embedded information resources that are integral to the product, but the principal function of the product is not to be an information resource.
 - 1.2.3. Medical equipment in which EIR are integral to its operation.
 - 1.2.4. Devices which meet the criteria of Section 508 exceptions as defined in 36 CFR Part 1194.
- 1.3. The intended audiences for this procedure include:
 - 1.3.1. Individuals or entities (e.g., faculty, application developers, web content managers, vendors or third parties) who develop, procure, and/or change EIR at Texas A&M.

2. GENERAL

- 2.1. Texas A&M is required to comply with accessibility standards and requirements for EIR found in Texas Administrative Code, Title 1, Chapter 206 ([TAC 206](#)) and Chapter 213 ([TAC 213](#)).
- 2.2. EIR (except as noted by section 1.2 above) must comply with the following requirements:
 - 2.2.1. The appropriate Technical Accessibility Standards based on EIR category (*see* Table 1 below).
 - 2.2.2. The “Functional Performance Criteria” described in [1 TAC §213.35](#).
 - 2.2.3. The “Information, Documentation, and Support” described in [1 TAC §213.36](#).

- 2.3. Texas A&M is required to make procurement decisions and utilize contract language which support the acquisition of accessible EIR products and services, when possible.

Table 1: List of Technical Accessibility Standards by EIR Category

EIR Category	Technical Accessibility Standards
Software Applications and Operating Systems	1 TAC §213.30
Websites	1 TAC §206.70 Web Content Accessibility Guidelines (WCAG) 2.0, Level AA
Telecommunications Products	1 TAC §213.31
Video and Multimedia Products	1 TAC §213.32
Hardware	1 TAC §213.33

3. ROLES AND RESPONSIBILITIES

- 3.1. The President of Texas A&M, or their designee, shall:

- 3.1.1. Designate an EIR Accessibility Coordinator.
- 3.1.2. Approve exception requests for a significant difficulty or expense as described by *Texas Government Code §2054.460* (see [1 TAC §213.37](#)).
- 3.1.3. Ensure appropriate staff receive training necessary to meet EIR accessibility-related rules and requirements.

- 3.2. The EIR Accessibility Coordinator shall:

- 3.2.1. Develop, support, and maintain EIR accessibility rules, standards, and procedures;
- 3.2.2. Establish goals for making EIR accessible;
- 3.2.3. Process EIR accessibility exception requests and maintain records of approved exceptions; and
- 3.2.4. Develop and support a plan by which non-compliant EIR will be brought into compliance; the plan shall include a process for corrective actions to remediate non-compliant items.

- 3.3. The EIR owner shall:

- 3.3.1. Be responsible for ensuring that EIR owned and/or operationally

supported by the unit comply with this procedure. Operational responsibility for compliance with this procedure may be delegated by the EIR owner to appropriate personnel within the unit.

4. PROCURED EIR

- 4.1. Texas A&M personnel shall follow EIR procurement procedures and processes which support the acquisition of accessible EIR. [Guidance for procuring accessible EIR](#) can be found on the [Texas A&M IT Accessibility website](#).
- 4.2. Texas A&M personnel who acquire EIR shall require vendors to provide all that apply:
 - 4.2.1. Product and version-specific accessibility conformance reports, i.e., completed Voluntary Product Accessibility Templates (VPATs) or equivalent accessibility conformance reports; or
 - 4.2.2. Credible evidence of the vendor's ability to produce accessible EIR products and services. Such evidence may include, but is not limited to, a vendor's internal accessibility policy documents, contractual warranties for accessibility, accessibility testing documents, and examples of prior work results.

5. ACCESSIBILITY TESTING and VALIDATION

- 5.1. The EIR owner is responsible for ensuring that EIR developed, procured, or changed are compliant with the technical accessibility standards referenced in section 2.2. [Accessibility testing tools and resources](#) can be found on the [Texas A&M IT Accessibility website](#).
- 5.2. Accessibility testing for Major Information Resource Projects shall include the following actions.
 - 5.2.1. Accessibility testing shall be coordinated with the EIR Accessibility Coordinator.
 - 5.2.2. Accessibility testing validation procedures and results shall be documented and a copy provided to the EIR Accessibility Coordinator in a timely manner.

6. EXCEPTIONS

- 6.1. For EIR which do not comply with accessibility standards and requirements outlined in this procedure, an exception must be required by, or on behalf of, the EIR owner.
- 6.2. Appropriate routing of exception requests shall be determined by the EIR

Accessibility Coordinator in accordance with applicable laws.

- 6.3. [Information about Accessibility Exception Requests](#), including access to a request form, can be found on the [Texas A&M IT Accessibility website](#).

Related Statutes, Policies, or Requirements

[Americans with Disabilities Act of 1990 \(ADA\)](#)

[Section 504 of the Rehabilitation Act of 1973](#)

[Section 508 of the Rehabilitation Act of 1973](#)

[Code of Federal Regulations, Title 36, Part 1194](#)

[Texas Administrative Code \(TAC\) 206, Institution of Higher Education Websites](#)

[Texas Administrative Code \(TAC\) 213, Accessibility Standards for Institutions of Higher Education](#)

[Texas Government Code 2054, Subchapter M. Access to Electronic and Information Resources by Individuals with Disabilities](#)

[Texas Department of Information Resources - EIR Accessibility Exemptions & Exceptions](#)

[System Regulation 29.01.04 - Accessibility of Electronic and Information Resources](#)

[SAP 29.01.04.M1.01 - Web Accessibility Procedures \(including Linking and Indexing\)](#)

[W3C's Web Content Accessibility Guidelines \(WCAG\) 2.0](#)

[Texas A&M University – IT Accessibility Website](#)

[Texas A&M University – Accessibility Exception Requests](#)

[Texas A&M University – Accessibility Testing Tools and Resources](#)

[Texas A&M University – Guide to Procuring Accessible EIR](#)

Contact Office

CONTACT: Direct technical questions regarding EIR accessibility to the Division of Information Technology by contacting itaccessibility@tamu.edu

Office of Responsibility:

[Vice President for Information Technology and Chief Information Officer](#)