April 26, 2023

TO: Ali Waqar, George Homer, and Evan Levesque, and Dr. Carmen Poole,

FROM: Abraham Rocha, SBCTC

SUBJECT: Accessibility Conformance and Remediation of *Get Inclusive*

Dear *Get Inclusive* Leadership,

This memo concerns the status of accessibility conformance and usability for users with disabilities of the *Get Inclusive* LMS platform.  Federal law requires that public agencies and institutions of higher education ensure the accessibility of Information and Communication Technologies (ICT) used in our system. Specifically, Washington state policy 188 requires that all our ICT meets level 2.1AA of the Web Content Accessibility Guidelines (WCAG.)

The Washington State Board for Community and Technical Colleges (SBCTC) signed a Statement of Work with *Get Inclusive* from July 1, 2022, to June 30, 2025. *The SBCTC represents 34 colleges and serves nearly 300,000 students annually.*

Prior to purchasing *Get Inclusive*, SBCTC engaged in multiple conversations with your team about the level of technical accessibility conformance of your product. Our Web Accessibility Specialist, Vicki Walton, performed testing and evaluation exercises using a variety of assistive technology tools. Also, upon our prompting and request, your team provided a roadmap for forthcoming accessibility improvements. The original testing reports done by SBCTC, and the *Get Inclusive* roadmap are attached for your reference.

Additionally, the SBCTC Accessibility Policy Associate, Monica Olsson, has communicated with Evan Levesque as recently as March 2023 by email. At that time, Evan provided some updates regarding the flip cards and Able Player noting that he was working to enable Able Player and eliminate the flip cards Since it appears both projects are still in motion, we have included follow-up questions below.

However, as more colleges start using *Get Inclusive* to meet federal training requirements, SBCTC has received complaints from our community about accessibility concerns with the product.

The following requests for information are critical to our students, staff, and faculty with disabilities throughout our state system. The requests are listed in order of importance.

1. An updated product roadmap with projected dates for the items listed in your original roadmap document and the issues identified in Vicki Walton’s report both included as attachments.
2. In an email dated March 23, 2023, you indicated, “Flip cards are hard to remediate and generally have a bad design pattern. therefore, were removed from almost all modules including Title IX, and I will continue to push for removing them from all courses.” When will the inaccessible flip card design be eliminated from ALL modules? What design pattern will you provide as a replacement?
3. When will your complete integration of the Able Player for video content be available in your system? Your recent email indicated some technical difficulties. Staff at the University of Washington Accessible Technology department developed the Able Player and may be able to help.
4. Is autoplay of video content disabled across all modules?
5. *Get Inclusive* was recently acquired by Vector Solutions. How will this impact your team’s approach to improving and maintaining the accessibility of your product?
6. What are your plans to provide accessibility training to contracted content authors?

We appreciate *Get Inclusive*’s commitment to accessibility, we expect to see improvements within the next 6 months, and we ask for a written response from your team at your earliest convenience.

Thank you for your time, and please don’t hesitate to contact SBCTC with questions.

Sincerely,

Abraham Rocha, Contracts Officer, SBCTC

Monica Olsson, Accessibility Policy Associate, SBCTC

Vicki Walton, Web Accessibility Specialist, SBCTC

Carli Schiffner, Deputy Executive Director of Education, SBCTC

Lauren Hibbs, Director of Student Services, SBCTC

\**Others that want to sign on\**

Attachments (5)