



WASHINGTON STATE
DISABILITY SUPPORT SERVICES COUNCIL

January 30, 2018

Dear Washington Association of Community and Technical Colleges Presidents,

The Admissions and Registration Council (ARC) and Disability Support Services Council (DSSC) would like to thank you for your support of students attending the community and technical colleges. In light of your support of students, we want to bring to your attention a particular concern about the ctclink/PeopleSoft project. The ARC and DSSC members, which include representatives from the First Link Colleges, have identified barriers that impact students' ability to successfully complete the Online Admission Application (OAA) portion of the ctclink/PeopleSoft project. The council is concerned with both accessibility and navigability of the OAA.

As you know, the CTC system serves thousands of marginalized students every year. To begin their experience with an application system that is confusing at best, inaccessible at worst, prevents us from being the welcoming and inclusive spaces our students need at a critical time. The OAA is not easily navigable nor intuitive for students and is only available in English. While this may especially impact First Generation students, non-native English speaking students and non-digital natives, it ultimately impacts all students.

In addition to the navigability issues for all students, the OAA does not meet the accessibility requirements specifically addressed in OCIO Policy 188, SBCTC Accessible Technology Policy 3.20.30B, Web Content Accessibility Guidelines (WCAG) 2.0 AA, and Americans with Disabilities Act Amendments Act (ADAAA) 2008. According to multiple Office of Civil Rights resolution agreements, 'Accessible' means a person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use. In other words, all students should have full and equal access at all times.

ARC and DSSC recommend that the WACTC move forward with an RFP for an accessibility-compliant and navigable online admissions application in multiple languages to replace the existing OAA. It is critical that the rubric for the RFP includes the required accessibility components, such as WCAG 2.0 AA. Both accessibility subject matter experts and registrar/admissions experts should be included on the RFP committee in order to ensure that accessibility and navigation are addressed.

We appreciate your support and attention to this matter. We are available to provide any additional information you may need to help inform your decision.

Sincerely,

A handwritten signature in cursive script that reads "Anne White".

Anne White
President, ARC

A handwritten signature in cursive script that reads "Aimee Elber".

Aimee Elber
President, DSSC