# Accessibility Problems that Clark Ticked through 1.24.20

This document lists areas with accessibility problems that Clark ticketed since GoLive, 10/31/19. Other lists were also been shared with the State Board project team, such as the PS Report by Clark’s Accessibility Coordinator in June 2019 as well as Clark’s project team director sent input on prioritization of inaccessibility processes shortly before Clark’s GoLive date.

At this time, the tickets in this document pertain to: all users, HCM for staff, or Highpoint mobile app. Since Clark is aware how poor the accessibility is of CS, DSS and Advising staff refer students to the Highpoint ctcLink mobile (phone version) or ctcLink mobile website (desktop version) to do the basic student-self-service things, such as registering for Winter term. In the future for new students and once students need to use the full functions of People Soft, we envision more CS tickets.

To note, this list of 12 areas does not mean there are only 12 accessibility problems in Peoplesoft.  The areas are each processes that are inaccessible for a variety of reasons.  Note that each of these are basic functions intended for all staff to do; all relate to getting set up in the system or managing time. These represent what have been reported since GoLive to the ADA Compliance coordinator by staff and/or student staff since GoLive *10/31/19 and are on-going.* Areas 1-8 were all ticketed over a month after GoLive on 12/6/19 as Clark was discussing how we ticket issues and how we ticket accessibility issues to the state board.

1. PS: The first time user setup screen is still inaccessible (missing form labels; still the same from the accessibility report by Clark’s Accessibility Coordinator from 5/2019).  Reported again 10/28/19. Reported again 11/20/19 not compatible with Jaws and NVDA screen readers nor with Voice Control in IOS 13. **Ticketed 12/6/19. Clark IT ticket #104395. SB ticket # 82615.**
2. PS: The security questions (in the first time user process) keyboard focus gets trapped. One person shared they got stuck in what JAWS calls the combo box, they pressed escape, then down and up arrows, waited a bit, and their keyboard refocused.  A second person shared the second and third security questions were not accessible and their keyboard focus was trapped. (Two staff reported this problem).  Both reported 10/28/19. Reported again 11/20/19 not compatible with Jaws and NVDA screen readers nor with Voice Control in IOS 13. **Ticketed 12/6/19. Clark IT ticket #104396. SB ticket # 82616.**
3. HCM: Users realized only positive time can be reported in the Report time tile (not any leave) and any leave request or reporting has to be done by supervisor due to other time features being inaccessible. Reported 10/28/19. **Ticketed 12/6/19. Clark IT ticket #104397. SB ticket # 82617.**
4. HCM: The "Report Time" screen is mostly accessible (though there is one unlabeled button and one modal dialog which doesn't announce).  However, the "Report Time" screen is missing functionality that creates an inequitable experience compared to staff that do not use assistive technology/don’t need accessibility:  the following functionality is available to users in "Enter Time": 1)It is not possible to enter time sheet comments with the "Report Time" interface.  2) It is not possible to use combo codes on the "report time"" screen, and 3) The process for requesting vacation time through the "report time" screen is unclear.  It is also not clear whether all users can enter sick leave on the "report time" screen or if many users can only report positive time. Reported on 11/20/19. **Ticketed 12/6/19. Clark IT ticket #104398. SB ticket # 82618.**
5. HCM: The "Enter Time" screen is inaccessible; (The same from the accessibility report by Clark’s Accessibility Coordinator form 6/2019). Reported again 11/1/19 & 11/20/19. **Ticketed 12/6/19. Clark IT ticket #104399. SB ticket # 82620.**
6. HCM: Manager: Both methods for approving time for supervisory employees are inaccessible.  These processes rely on grid controls (inaccessible from the may report), and also because under the hood this process relies on an interface similar to that of the "Enter Time" interface. Reported 11/14/19. **Ticketed 12/6/19. Clark IT ticket #104400. SB ticket # 82621.**
7. PS & HCM: Inaccessible buttons at the top of many Peoplesoft pages in our system. Reported 11/4/19 & 11/20/19. **Ticketed 12/6/19. Clark IT ticket #104401. SB ticket # 82623.**
8. PS: Inaccessible ctcLink Reference Center; linked to from every ctcLink page in the system. Reported 11/20/19. **Ticketed 12/6/19. Clark IT ticket #104403. SB ticket # 82624.**
9. HIGHPOINT: users with disabilities who use assistive technology in the class search shared the “time range” bar reads in military time; it "reads” or voices in military time for screen reader users but for sighted users it's written in standard time. **Ticketed 1/8/20. Clark IT ticket #106096. SB ticket # 84543.**
10. HIGHPOINT: users with disabilities reported a second area with feedback: they appreciate the accessibility built in just an area for feedback: Its confusing navigation wise, that subjects are often listed twice (there are two different buckets for English and you have to search both “English” and “English &”). Perhaps this is something we could remedy long-term at Clark with the way we build classes in? **Ticketed 1/8/20. Clark IT ticket #106098.****SB ticket # 84544. *Referred back to Clark*** *since how we input our data-The subjects are being presented as different subjects because they are entered into the subject table as different records. Instruction is in discussion about this. Clark’s project director, Maxwell, is submitting an enhancement request to SBCTC for consideration of how they use CCN.*
11. Reports in system generate PDFS that aren’t accessible, such as paystub/earnings and transcripts. This impacts both employees and students; as well as students who are student employees trying to download their paystubs. PDF Accessibility is a requirement per making resources available for folks with disabilities under the ADA and accessibility requirement called out in federal law of Section 508. For basic accessibility of PDFS check out this link: <https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html> **Ticketed 1/21/20 twice, one from HR and one from DSS. Clark IT ticket #106920. Two SB tickets # 84846 by Andrea Sanchez Clark HR and 84810 from Jasurda Clark DSS.**
12. The ticketing system Clark uses is run on the platform of Solar Winds and it is what folks use to report any IT issue and ctcLink issues and it is not accessible. **Ticketed 1/21/20. Clark IT ticket #106926. SB ticket # 84807.**