



### Accessibility in the Online Workplace

The Accessible Technology Webinar Series is sponsored by the Great Lakes ADA Center and the Pacific ADA Center, both members of the ADA National Network.

The Session begins at 1:00 pm CST  
We will be testing audio quality periodically

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### Useful Keyboard Shortcuts

- Full list - *Keyboard Shortcuts* from the *Help* menu on the Menu Bar.
- Speaker level Up:
  - Windows: Ctrl+Alt+Up Arrow
  - Mac: Command-Option-Up Arrow
- Speaker level Down:
  - Windows: Ctrl+Alt+Down Arrow
  - Mac: Command-Option-Down Arrow
- Chat: Move cursor to the Message text box
  - Windows: Ctrl+M
  - Mac: Command-M



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### More keyboard shortcuts

- Open Closed-Captioning window
  - Windows: Ctrl+F8
  - Mac: Command-F8
- Close Closed-Captioning window
  - Windows: Alt+F4 or Ctrl+W
  - Mac: Command-W



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### Listening to the Webinar

- The audio for today’s webinar is being broadcast through your computer. Please make sure your speakers are turned on or your headphones are plugged in.
- You can control the audio broadcast via the Audio & Video panel. You can adjust the sound by “sliding” the sound bar left or right.
- If you are having sound quality problems check your audio controls by going through the Audio Wizard which is accessed by selecting the microphone icon on the Audio & Video panel




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### Listening to the Webinar, *continued*

If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

**1-712-432-3066**

**Pass Code:**  
148937

This is **not** a Toll Free number

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### Listening to the Webinar, *continued*

MOBILE Devices supported include iPhone, iPad, Android Devices, Kindle Fire HD)\*\*

Individuals can download the free Blackboard Collaborate App from the Apple Store, Google Play or Amazon



\*\*Closed Captioning is not visible via the Mobile App and there is limited access to the white board for individual's using voice over technology

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## Captioning

- Real-time captioning is provided during this webinar.
- The caption screen can be accessed by choosing the  icon in the Audio & Video panel.



- Once selected you will have the option to resize the captioning window, change the font size and save the transcript.

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## Submitting Questions

- You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area
- If you are connected via a mobile device you may submit questions in the chat area within the App
- If you are listening by phone and not logged in to the webinar, you may ask questions by emailing them to [webinars@ada-audio.org](mailto:webinars@ada-audio.org)



*Please note:* This webinar is being recorded and can be accessed on the website at [www.ada-accessibletech.org](http://www.ada-accessibletech.org) within 24 hours after the conclusion of the session.

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## Customize Your View

- Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”




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### Customize Your View *continued*

- Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”. Each panel may be detached using the  icon in the upper right corner of each panel.

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### Setting Preferences

- Depending on your system settings you may receive visual and audible notifications when individuals enter/leave the webinar room or when other actions are taken by participants. This can be distracting.
- To turn off notifications (audible/visual)
  - Select “Edit” from the tool bar at the top of your screen
  - From the drop down menu select “Preferences”
  - Scroll down to “General”
    - select “Audible Notifications” Uncheck anything you don’t want to receive and “apply”
    - Select “Visual Notifications” Uncheck anything you don’t want to receive and “apply”
  - For Screen Reader User – Set preferences through the setting options within the Activity Window (Ctrl+slash opens the activity window)

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### Technical Assistance

- If you experience any technical difficulties during the webinar:
  1. Submit a message regarding your issue via the chat area and the Moderator will address your concern via a private chat with you and/or refer it to one of the Great Lakes ADA Center IT Staff to contact you off line; or
  2. Email [webinars@ada-audio.org](mailto:webinars@ada-audio.org); or
  3. Call 877-232-1990 (V/TTY)

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Bender Consulting Services, Inc.

## More than a ramp!

*Ensuring workplace technologies are accessible to employees with disabilities*



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*Where talent is the only discriminator...*

**Bender Consulting Background:**

- International leader with 20+ years experience in recruitment and hiring of people with disabilities for professional positions; headquartered in Pittsburgh, PA
- Serving public and private sector customers, across the U.S. and Canada
- CEO/President, Joyce Bender
  - immediate past-chair, American Association of People with Disabilities
  - past-chair, national Epilepsy Foundation
  - host of talk radio show "Disability Matters with Joyce Bender" that airs on Tuesdays at 2 PM ET, on <http://voice.voiceamerica.com>
- Private sector experience – Highmark, Bayer Corporation, CSC, Northrop Grumman, Covestro, Cigna, Travelers, Aetna, UTC
- Federal government experience – NSA, OPM, FAA, SEC, NAVSUP, NAVAIR, US Fish and Wildlife Service; Bureau of Land Management; Veterans Affairs

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*Lines of service*

<ul style="list-style-type: none"> <li>Strategic Planning           <ul style="list-style-type: none"> <li>Enterprise</li> <li>Accommodations</li> <li>Recruitment</li> </ul> </li> <li>Partnerships</li> </ul>	Consulting	Training	<ul style="list-style-type: none"> <li>Focus on Ability</li> <li>eLearning – LMS</li> <li>LTD Services</li> <li>Bender Leadership Academy</li> </ul>
<ul style="list-style-type: none"> <li>Recruitment</li> <li>College Partnership Program</li> <li>Workplace Mentoring Services</li> <li>Virtual Career Fair</li> </ul>	Talent Programs	Digital Accessibility	<ul style="list-style-type: none"> <li>Accessibility Testing</li> <li>HighText Certification</li> <li>AudioEye Partnership</li> </ul>

**26,000 Candidates in Bender Database**

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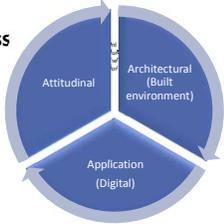
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*Success in the workplace*



**3 A's of Access**



**Why now?**

- Private sector hiring (503 regulations)
- Federal hiring (501; executive order)

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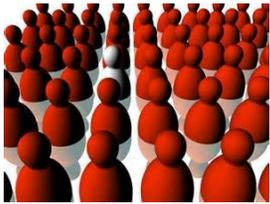
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*Traditional digital accessibility discussion*



Job Applicant-facing systems

- Career site
- Pre-employment assessments



**This is important, but...it is not enough**

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*Success at work*



At its core, **digital accessibility** means ensuring that web and mobile content is available to and usable by everyone

**Widen the conversation...**  
*For people with disabilities to be successful in their careers, technology in the workplace needs to be accessible*

**Challenge...**  
*Many of these workplace technologies are third-party applications*

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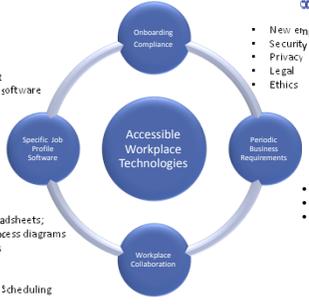
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### Today's discussion

- Customer service
- Accounting
- IT service desk
- Application development
- Enterprise infrastructure software
- Office - docs; spreadsheets; presentations; process diagrams
- Workflow systems
- Time Tracking
- Travel Systems
- Conference Room Scheduling
- Onboarding Compliance
  - New employee training (videos)
  - Security
  - Privacy
  - Legal
  - Ethics
- Periodic Business Requirements
  - Benefits
  - Wellness
  - Expense Reporting

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### Access barrier examples



**Business analyst who uses a screen reader**

- Many artifacts to document requirements and specifications are created using inaccessible flow and process diagrams

**HR Associate who is deaf**

- Webinars that are captured once, and used many times are not captioned. Transcript may be available, but is difficult to follow, because it is not synchronized with the broadcast

**Customer service associate with a mobility disability**

- Some controls within the customer service system are not able to be engaged using the keyboard, limiting the ability for this individual not only to compete, but to minimally produce

**HR associate who uses a screen reader**

- Requires the help of a colleague to complete required compliance training, due to access barriers

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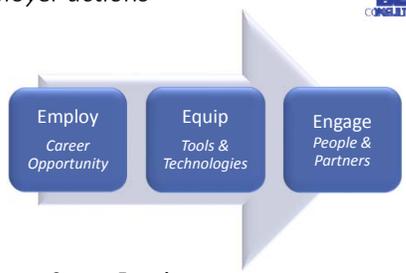
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### Employer actions

**Success Equation...**  
 $Performance = Potential - Interference$

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What do I do next?



Scramble



Punt



Fold

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Take Action



“When it is obvious that the goals cannot be reached, don’t adjust the goals, adjust the action steps.”

*Confucius*

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Develop a mindset of accessibility



<p><b>Traditional approach - accommodation heavy</b></p> <ul style="list-style-type: none"><li>◦ Pay for each accommodation, for each person</li><li>◦ Reader</li><li>◦ Assign work to someone else</li></ul>	<p><b>New approach – independent access focused</b></p> <ul style="list-style-type: none"><li>◦ Pay one time, use many</li><li>◦ Ensure workplace applications are accessible</li><li>◦ Conduct periodic audits</li></ul>
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- Imagine requiring support by a colleague or human resources associate to participate in a wellness program, yielding access to private health information
- People with disabilities should have independent access to workplace applications

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*How can I fix this?*



**10 Step Plan**

1. Create a digital accessibility council
2. Create an accessibility center of excellence
3. Access an expert partner
4. Develop disability accessibility methods and processes
5. Evaluate accessibility health of workplace applications

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*How can I fix this?*



**10 Step Plan**

6. Put third party vendors on notice
7. Include accessibility language in RFP and test during technical proof of concept process
8. Create a mechanism to capture access barriers and provide IT service desk support
9. Identify, implement and monitor continuous improvement measurements
10. Remediate (internally developed and third party applications)

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*Third party application challenges*



Ask about accessibility in RFP (sufficient detail)

- Is your software accessible (y/n)?
- Does it comply with W3C WCAG 2.0 AA guidelines?
- Is it tested by individuals who use screen readers and others who can detect accessibility for learning, mobility and hearing disabilities?
- Do you conduct periodic audits to ensure compliance?

Include accessibility testing during technical proof of concept testing

- Adopt digital accessibility standards
- Create accessibility test scenarios

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*Get started*



Focus on engaging high-impact project activities that remove total obstacles and time consuming challenges

“Whether you think you can or think you can’t, you’re right.”

*Henry Ford*

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*My contact information*



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# Questions?

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**You May Type and Submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area**

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**Thank you for participating!**

**NEXT SESSION IS MAY 19<sup>TH</sup>, 2016**

**Online Job Applications**

The session today was recorded  
and will be archived at

[HTTP://ADA-ACCESSIBLETECH.ORG](http://ADA-ACCESSIBLETECH.ORG)



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