

Welcome

This webinar is part of a series showcasing “Best Practices in Federal Section 508 Implementation.” Other presentations can be viewed at:

o www.adaconferences.org/CIOC/archives

- A best practice is a policy, process, procedure or technique proven effective over time and repeatable by multiple agencies.
- A best practice is generalized so that diverse agencies may use it in their own organizations but specific enough to provide useful guidance and instruction.
- The CIO Council’s Accessibility Community of Practice has published a library of 508 Best Practices at www.Section508.gov.

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Section 508 Best Practices Webinars

Webinars are bi-monthly:

- January, March, May, July, September, November

Next Webinar: March 28, 2023

- Time: 1:00 to 2:30 p.m. Eastern
- Topic: Beyond the Alt Tag: Accessible Name
- This webinar series is a collaborative program between the Accessibility Community of Practice of the CIO Council and the U.S. Access Board.



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Strengthening and Maturing Federal Accessibility Training and Testing Programs

CIOC Section 508 Best Practices
Webinar series
January 24, 2023

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Presenters



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Agenda

1. Keys to establishing and maturing successful:
 - Accessibility Training Programs, and
 - Accessibility Testing Programs.
2. Resources
3. Q&A

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Background of FCC organization

- Comprised of seven Bureaus and nine Offices
- One Section 508 Program Manager for the entire Commission (one Federal FTE total for 508 program)
- Program support provided by contracting services
- Leadership champions accessibility



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Establishing an Accessibility Training Program

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Five Key Steps To Creating a Successful Accessibility Training Program

1. Create a training plan
2. Obtain leadership/key stakeholder buy-in
3. Develop an effective training
4. Market training
5. Be flexible

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Elements of a good training plan

- Purpose
- Objective
- Scope
- Training Approach (most detailed section)
 - Topics
 - Presentation method(s)
 - Trainer requirements/experience level
 - Include milestones/target goals
- Audience(s) for accessibility training



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1. Create a Training Plan

- **Perform research to determine accessibility training gaps/needs**
 - Conduct surveys
 - Conduct listening sessions (formal/informal)
 - Review test reports to identify pain points
 - Engage with PMs and ask where they most need support and skill building
 - Review your IT lifecycle and identify gaps/challenges
 - Review organization accessibility complaints
 - Organizational needs
 - Requests received by 508 team



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1. Create a Training Plan, cont.

- **Generate a list of training topics and prioritize**
 - What is the general knowledge level of agency?
 - Listen to your audience; which topics are most requested?
- **Determine how to deliver the training (method)**
 - What training platforms are available and which platforms are the most accessible?
 - Determine the target audience; is each training better to conduct as a large group or are smaller class sizes more beneficial?
- **Determine who is going to create and deliver the training (resources)**
 - Does your agency have a Section 508 SME available to conduct the trainings and answer questions that the audience may have?

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2. Obtain Leadership & Key Stakeholder Buy In

- Build a business case for training needs
- Consider resources needed to create and maintain an effective accessibility training program
- Build alliances
- Create realistic goals and timelines
- Align with strategic goals

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3. Develop an Effective Training

- Slide deck
- Webinar
- Video
- eLearning
- In person/Instructor led
- Remote/Instructor led
- Interactive
- Brown Bags
- Workshop
- Formal Training
- Office Hours
- Informal Sessions/Q&A

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3. Develop an Effective Training, cont.

- Utilize [Universal Design for Learning Guidelines](#)
- Make the training engaging
- Create the right content for the right audience
- Provide clear examples
- Make it accessible!



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4. Market the Training

- Who is the audience for training?
- How will you communicate the schedule/availability to staff?
 - Do you need a marketing/outreach campaign?
 - Is there an internal organizational method you can utilize?

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5. Be Agile and Flexible

- Tools, skills and needs evolve
- Organizational priorities change
- Method(s) of training may need to change based on lessons learned
- Topic priority may need adjustment

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Maturing an Accessibility Training Program

Measure and reassess needs,
iterate and improve

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Measure and Reassess Needs

- Include feedback from training
- Measure your success (and celebrate it!)
- Re-visit gap analysis of training needs (follow [Step 1](#) in creating an accessibility training program)
- Engage stakeholders to determine new needs/evolving needs

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Improve and Iterate

- Revisit the training plan. Update:
 - Goals
 - Objectives
 - Training approach
- Ask:
 - What are organizational accessibility needs now?
 - What do organizational resources support?

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Keys to Success for Creating and Maturing the Training Program

- Start small to set organization up for success.
- Be honest in your gap analysis and pinpoint easy win(s).
- Communicate benefits of training program and how it relates to organization priorities.
- Measure your successes and identify opportunities for growth.

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Establishing an Accessibility Testing Program

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Five Key Steps To Creating a Successful Accessibility Testing Program

1. Identify a testing team
2. Identify a testing process and methodology
3. Set up a remediation process and provide content creators assistance with fixing defects
4. Codify the testing process and release of ICT
5. Communicate the 508 testing process

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1. Identify a testing team

- The team may be comprised of:

- Section 508 Coordinator/PM
- 508 POCs within the organization
- Accessibility champions
- Developers
- Testers
- Contractor Support
- Acquisitions
- Content creators
- Webmasters

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2. Identify a testing process and testing methodology

Considerations:

- Does the test process need to align to organizational standards (e.g., Section 508 ICT Testing baseline for Web, PDF/UA)?
- Automated test process?
- Manual test process?
- Hybrid test process (combination of both automated and manual)?
- Are there IT limitations for tool installation?
- Are there testing environment constraints?
- Are there resource constraints?

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Manual vs Automated Testing Processes

Manual Test Process

- Web: Trusted Tester, test with Assistive Technology (AT), tools (Accessibility Insights, ANDI)
- Documents: test using built-in application tools, utilization of a checklist, AT

[Section508.gov/test](https://www.section508.gov/test)

Automated Test Process

- Web: Deque's tools, Level Access AMP, Siteimprove, WAVE
- Documents: PAC3, CommonLook, built-in accessibility checkers

[W3.org's list of accessibility tools](https://www.w3.org/2013/12/10-accessibility-checkers)

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Hybrid Testing Process

- A hybrid test process combines both a manual test process and an automated tool.
- The main benefit of a hybrid approach is the combination of efficiency with an automated tool coupled with reliable results of manual testing.
- Creates a more holistic testing approach.
- Incorporates pros of each testing method individually.

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Manual Testing Process

Pros

- Roughly 70% of accessibility criteria must be tested manually
- Testing methodology training is free as are the tools used (e.g., Trusted Tester)
- Very thorough and trustworthy (no false positives or false negatives)
- Finds defects automated tools cannot

Cons

- Very time consuming (which may have cost implications)
- Cannot reasonably test ALL digital content manually
- Expert needed who is trained in the testing methodology and testing tools
- Accuracy of test results will depend on expertise of tester

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Automated Testing Process

Pros

- Provides results quickly
- Reduces manual testing time for test conditions that can be tested and trusted
- Tools can integrate into the development lifecycle
- Provides baseline of ICT conformance across a very large number of websites

Cons

- Roughly 30% of accessibility criteria can be tested
- Only finds some defects
- Security restrictions and ability to crawl sites may be limited by network
- Tools and training on the tools cost money
- Test cases may not be customizable

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When to use automated vs manual testing

Automated Testing

- Scan many sites quickly
- At regular intervals to measure conformance
- During development of content (as a developer aid)
- Before release of new content

Manual Testing

- During design and development
- Before releasing new content
- On any public facing/high risk content
- To test gaps in automated testing

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Hybrid Model at FCC

- Implementation at FCC
- Hybrid model of Trusted Tester combined with AMP
- AMP's testing algorithms test for content beyond Section 508 ICT Testing Baseline
 - It is more strict

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3. Set up a remediation process and assist with defect remediation

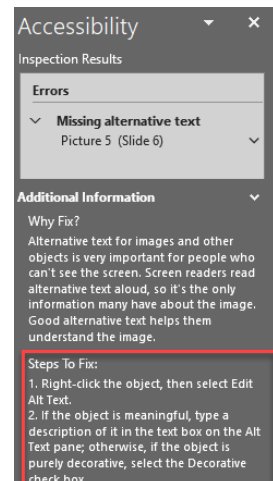
- Developers need to know what to fix and *how*
- Develop training and resources to support remediation
 - Developer guidance by defect type/code
 - Defect severity rating
 - Trainings
- Implement a remediation process, including remediation/accommodation plan
 - Defect prioritization
 - Timeframe(s) for remediation
 - Documentation

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Resources for Defect Remediation

- W3C Sufficient Techniques in each Success Criteria
- Within the automated testing tool
- Application help/user guides for development
- Community of Practice/Accessibility Community listservs
- Accessibility Team
- [Section508.gov](https://www.section508.gov)



Accessibility

Inspection Results

Errors

- Missing alternative text
Picture 5 (Slide 6)

Additional Information

Why Fix?

Alternative text for images and other objects is very important for people who can't see the screen. Screen readers read alternative text aloud, so it's the only information many have about the image. Good alternative text helps them understand the image.

Steps To Fix:

1. Right-click the object, then select Edit Alt Text.
2. If the object is meaningful, type a description of it in the text box on the Alt Text pane; otherwise, if the object is purely decorative, select the Decorative check box.

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4. Codify the testing and ICT release process with forms, processes, policies, and procedures

- Understand your organization and adjust policies and expectations accordingly.
- Identify 'gates' that a project team must pass through where Section 508 is considered.
- Require a 508-compliance form before ICT content is released.
- Engage stakeholders and get leadership buy in.
- Build out scope and quality over time as part of maturation.
- Include a baseline and metrics tracking.

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5. Communicate the 508 testing process

- Engage key stakeholders
- Make the case for why 508 is important at every stage of ICT development
- Create sense of ownership and responsibility for achieving accessibility conformance
- Create an ongoing awareness campaign to keep accessibility front and center



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Maturing an Accessibility Testing Program

Measure and identify gaps, iterate and improve

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Measure and identify gaps

- Using metrics or a dashboard for a data driven assessment
- What did you improve upon?
 - Celebrate those successes!
- What still needs improvement?
 - Where are there gaps?
 - Review complaints received.

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**Improve and iterate:
Revisit testing
methodologies,
processes, policies, and
procedures**

- Engage stakeholders to determine new needs/evolving needs
- What next steps can, and should be taken?
 - Is it time to integrate an automated tool?
 - Is it time to focus on accessible documents?
 - Is it time to mature training for complex code?
 - Is it time to revisit the design system?
 - Need for creating a library of accessible code?
- Be flexible! Accessibility needs may change quickly.

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Questions?

Submit your questions in the Q&A area. Questions submitted in the Chat area will not be addressed

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Resources

- www.Section508.gov
 - Guidance on procurement, Best Practices, Section 508 and the Law, Section 508 Program Managers, and much more
 - How to videos for PDF and Word:
<https://www.section508.gov/create>
- www.Access-Board.gov
 - Section 508 Standards and technical assistance
- <http://w3.org/tr/wcag20>
 - WCAG 2.0 Guidelines and Success Criteria
 - Understanding WCAG 2.0 Technical Assistance (TA)
- <https://www.dhs.gov/accessibility>
 - Section 508 testing and training resources

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Contact us!

- Section508FCC@fcc.gov

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Thank you for participating in today's webinar.



Next session: March 28, 2023

Topic: Beyond the Alt Tag: Accessible Name

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