NOW Accessibility Statement

Introduction

Nottingham Trent University is committed to ensuring that the platforms and resources that we use with our staff and students are accessible and comply with The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 No.952.

When services and content are accessible everyone benefits. The more accessible content is, the better it can be used across environments and devices by the largest possible number of users. This Accessibility Statement describes how we make NOW accessible and what to do if you have problems accessing any part of it.

This statement relates to Nottingham Trent University's NOW platform, located at https://now.ntu.ac.uk.

NOW's current level of compliance: Partly Compliant

NTU are committed to making NOW accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

We work to achieve and maintain WCAG 2.1 AA standards, but it is not always possible for all our content to be accessible. The NOW system itself comprises a range of applications, of which all mostly, if not fully comply to required standards. However, we are aware that the materials contained within NOW may not be fully accessible for all users. We are exploring a range of approaches to updating these resources and also developing our staff's ability to develop and update resources that are fully compliant.

If you are having difficulty with accessing a particular resource or specific feature of the NOW system, please follow the reporting procedures found within this document.

Date of publication: 10/09/2021
Date of last update: 22/08/2022

Contents

Introduction 1
NOW and related systems 3
Reporting accessibility problems with NOW 4
Enforcement procedure 4
Which parts of NOW do not meet accessibility standards and why? 5
Issues with text, including hyperlinks, descriptions, labels, web pages 5
Issues with documents, including Word files, PowerPoints, PDF's 5
Issues with images, video and audio 5
Issues with interactive tools and transactions 5
How we test NOW 6
NTU Assistive software 7
Creating accessible content 8
Accessibility features within operating systems 9
General tips on using accessibility features in your web browser 9
Keyboard shortcuts common across browsers: 9
References and Resources 10

NOW and related systems

The NOW suite of tools comprises of a range of integrated platforms, as outlined below. The 3rd party Accessibility statements of each can be found via the links associated to each system:

- Brightspace
- Turnitin
- PebblePad
- Panopto
- Leganto
- Office 365
- H5P
- Honorlock
- Vevox

Brightspace is the centrally supported Virtual Learning Environment (VLE) at Nottingham Trent University. Brightspace is a commercial product, designed and developed in accordance with the internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA as well as the US Section 508 standards. When we make customisations to this product we always try to make the level of accessibility consistent or better compared with the baseline product.

Within the native* Brightspace interface you will be able to

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate the website using just a keyboard
- navigate the website using speech recognition software
- listen to most of the website using a screen reader

*because additional content can be uploaded to NOW the above may only apply to the user interface of NOW itself rather than content that has been uploaded to it.

Reporting accessibility problems with NOW

For students having issues accessing content, in the first instance, contact your Module Leader to determine whether resources can be provided to you in an alternative format if needed, or whether enhancements can be made to your learning rooms where required.

If you are having difficulties accessing specific features within NOW, please report this using the appropriate support team, providing as much information as possible:

For NTU Staff support@ntu.ac.uk

Students libinfodirect@ntu.ac.uk

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

Which parts of NOW do not meet accessibility standards and why?

Resources that are hosted on NOW have been added by our user community made up of more than 4,000 University staff to more than 18,000 modules taught each academic year. As such the accessibility of content may vary between modules and content creators. We are currently developing a strategy that will support our content creators in the creation of accessible resources.

You may find that you access third party content and resources that reside outside of NOW. These may be hosted or supported by the University, or may be third party services or websites. This statement refers to core NOW functionality and content uploaded directly to NOW rather than third party content or services accessed through the platform.

NOW conforms to all principles, including the success criteria and techniques, listed in the Web Content Accessibility Guidelines 2.1, to level AA, except for the exclusions given below:

Issues with text, including hyperlinks, descriptions, labels, web pages

- Some link text doesn't make sense when read on its own (for example, 'click here')
- There are colour contrast issues with some of the text found across the platform

We plan to fix these issues by September 2020. When we publish new content we'll make sure all text meets the required accessibility standards.

Issues with documents, including Word files, PowerPoints, PDF's

- Many of our older documents don't meet accessibility standards - for example, they may not be marked up so that they're accessible to a screen reader.
- Some of our documents are essential to providing content material on NOW.

We are currently exploring options that enable you to access documents in alternative formats.

The accessibility regulations don't require us to fix documents published before 23 September 2018 if they're not essential to providing our services.

Issues with images, video and audio

- Some images don't have alternative text.
- Live video streams may not have captions.
- Some recorded video don't have captions.

We plan to add alternative text to images as we republish them. Recorded video hosted in Panopto should have machine generated captions as a minimum. Some videos may have human generated captions. We don't plan to add captions to live video streams because live video is exempt from meeting the accessibility regulations.

Issues with interactive tools and transactions

Our site includes 3rd party content and functionality. Depending on our relationship with the 3rd party, we cannot always guarantee its accessibility. We plan to work with our suppliers to review all linked tools by September 2023 and phase out use where these are inaccessible.

How we test NOW

There are 2 aspects to the testing of NOW:

1) The platform itself
2) Its content

For the platform itself, we have received confirmation from the suppliers, D2L, that Brightspace is compliant with WCAG 2.0 standards to Levels A & AA. The detail of this is outlined in their own Accessibility Statement.

When a test is performed we select samples of the system that are able to be customised within the institution, which include:

- The login page.
- Organisation level home page
- Learning room home page
- Learning room content area
- HTML templates and web pages
- Various tools (Dropbox, Assessment, Discussions etc)

These are then tested using a range of methods and tools as listed:

Method	**Tools**
Integrated Accessibility Testing (IAT)	WorldSpace Attest
Tool-Based Testing (TBT)	aXe / Lighthouse; WAVE; Totally; HTML CodeSniffer; A11y Bookmarklets
Colour Contrast Testing (CCT)	WebAIM Color contrast checker; TPG Color contrast checker; Online contrast checker; Grayscale bookmarklet
Screen Reader Testing (SRT)	JAWS/Edge; JAWS/IE 11; JAWS/Firefox; NVDA/Firefox; NVDA/Chrome; Voiceover/Safari; Voiceover/iOS; Talkback/Android
Screen Magnifier Testing (SMT)	OS tools on Windows and Mac, Zoom Text
Manual Accessibility Testing (MAT)	Keyboard testing with visual focus; Videos;

In order to audit the content found on the NOW platform, a tool is required that is able to systematically assess resources against the required criteria. NTU are currently exploring this and will update this statement further in due course.

NTU Assistive software

You can access assistive software on PCs throughout the libraries and resource rooms. Please ask at the Information Desk if you would like to use:

- **Texthelp software**
  This is for speech feedback to support many dyslexic users and is available on all student PCs.
- **Inspirations software**
  This is mind mapping software and is available on all student PCs.
- **ZoomText software**
  This is screen magnification software and is available on designated student PCs.
- **JAWS software**
  This is screen-reading software and is available on designated student PCs.

SensusAccess is an online tool that can convert documents into a range of alternative formats. It can be used to convert inaccessible documents such as image-only PDF files, JPG pictures, and PowerPoint presentations into more accessible formats. In addition, you could use it to convert your revision notes into an audio file to listen to on your way to university.

To convert a file got to the SensusAccess page and follow the instructions.

Blackboard Ally is an accessibility tool integrated into NOW with features that are available to staff and students, including the ability for staff to check for and fix accessibility issues in resources they upload to NOW, and for all users to download a resource in a range of alternative formats. These include:

- Electronic braille
- Audio
- Immersive Reader
- PDF, OCR
- PDF, Tagged
- HTML, Semantic
- ePub
- Translated Version
- BeeLine Reader

Creating accessible content

Content created for NOW is compatible with assistive technology and based on the following guidance:

Use of colour

- If you deviate from templated colour schemes, ensure correct contrast ratio between text and background using a tool such as the WebAIM Colour Contrast Checker.
- Make sure that colour isn't the only method of communication e.g. don't use green text to illustrate something is correct - add a green tick.

Font style

- Ensure fonts are large enough to read:
    - Web Pages – minimum 16px.
    - PowerPoint, Word, PDF docs designed for online consumption (not projected to students attending a lecture) – minimum 12pt.
- Use appropriate font styles - sans-serif, cross-platform compatible fonts, e.g. Arial, Helvetica, Verdana or Tahoma.

Text style

- Avoid fully-justified text (which aligns to both the left and right edges), as it creates rivers of white space and slows reading.
- Avoid italicised and CAPITALISED text - it is more difficult to read on a screen.
- Use bold text for emphasis.
- Only use underlines for links.
- End bullet points with a full-stop or semi colon so screen-readers pause after that sentence.

Development

- PDF and Word documents should be created with accessibility in mind. Add alt-text to images and use the Styles tab to add headers (see the Creating accessible pdfs guidance document).
- When using Web Page templates, be sure to set alt-text, titles and Aria-labels for images.
- iframes should be given a meaningful and descriptive title attribute.
- Use headings in the correct order; reserve H1 and H2 for titles (styled within templates) and add H3 and H4 within sections of text as needed.

Media

- A text transcript should be available for recorded audio resources.
- A text transcript or subtitles should be available for recorded video resources.
- Video and audio resources embedded into Web Pages should have playback controls available.

Navigation and Layout

- Links should generally open in the same window so the browser back button can be used. If an external link is used to direct users away from NOW, the templates will automatically add an 'external link' icon.
- Use descriptive links - avoid 'click here'.
- Use a standard content area layout for consistency – e.g. always include assessment information in an Assessment section below Handbook information.
- Tables should only be used for tabular data, not for content layout; include table headings.

Accessibility features within operating systems

You can configure your computer, laptop, or mobile device so that you can magnify details, have the computer read out interface elements aloud, change the colour scheme, and many other aspects.

General advice	My Computer – My Way (from AbilityNet)
Mac OSX	Mac Accessibility Support
iOS (iPhone / iPad)	iPhone and iPad Accessibility Support
Windows	Find out how Windows accessibility features help you do more
ChromeOS	Turn on Chromebook accessibility features
Android	Android accessibility overview

General tips on using accessibility features in your web browser

When using web based services such as NOW you can adjust your browser to quickly change the display of the current page.

General advice	Better Web Browsing: Tips for Customizing Your Computer from W3C
Firefox	Accessibility features in Firefox – Make web content work for all users
Chrome	Use Chrome with accessibility extensions
Safari	Accessibility on the Mac – includes Safari
Edge	Ease of Access in Microsoft Edge

Keyboard shortcuts common across browsers:

Tab key	– cycle forward through selectable page elements
Shift and tab	– cycle backward through selectable page elements
Enter	– action selected page element
Control and + (plus) or – (minus)	– enlarge or shrink page.
Ctrl+0	– Default zoom level.
F11	– Full-screen mode.
Alt+Left Arrow, Backspace	– Back.
Alt+Right Arrow, Shift+Backspace	– Forward.
Space, Page Down	– Scroll down a frame.
Shift+Space, Page Up	– Scroll up a frame.
Home	– Top of page.
End	– Bottom of page.

References and Resources

The below include links to resources that supported the creation of this Accessibility Statement, and also useful information to further support your understanding of accessibility.

https://www.scottsdalecc.edu/students/elearning/accessibility-privacy

https://abilitynet.org.uk/accessibility-services

http://www.legislation.gov.uk/uksi/2018/952/contents/made

https://www.slideshare.net/bohemicus/alt2012-presentationwhat-every-lt-should-know-about-accessible-documents

https://blogs.northampton.ac.uk/learntech/2019/05/31/nile-quality-standards-2019-20/

https://nile.northampton.ac.uk/bbcswebdav/xid-4812016_1

www.ucl.ac.uk/digital-accessibility

https://bit.ly/eu-accessibility

https://www.dropbox.com/s/zrb5v24n2fh7rya/testingaccessibility.pdf?dl=0

https://www.lexdis.org.uk/digital-accessibility/public-sector-accessibility-regulations-timelines/

https://community.brightspace.com/s/article/Improving-accessibility-through-alignment-with-the-latest-standards

https://teach.southwales.ac.uk/good-practice/digital-inclusive-practice/

https://wiki.ucl.ac.uk/display/UCLELearning/Accessibility#Accessibility-E-LearningBaseline(level1-required)

https://www.kent.ac.uk/accessibility/accessibility-statement

https://www.ntu.ac.uk/policies/web-policies/web-accessibility

https://www.elahub.net/

https://www.ucl.ac.uk/isd/services/websites-apps/creating-accessible-content

https://libguides.hull.ac.uk/diverselearners

https://ipark.hud.ac.uk/content/digital-accessibility

https://ukhomeoffice.github.io/accessibility-posters/posters/accessibility-posters.pdf

https://www.coursera.org/learn/inclusive-design

https://www.open.edu/openlearn/education-development/education-careers/accessibility-elearning/content-section-0?active-tab=description-tab

https://elearn.southampton.ac.uk/blackboard/accessibilitystatement/