# Comments

The sustainability is so important - so often accessible features are not maintained - it can't just be a tick box but needs to be a sustainable part of the service

We certainly have some software with varying degrees of accessibility. Increasingly, interesting software is also available online, but it is much more difficult to provide meaningful accessibility in interactive software.

I wonder how many organisations have accessibility measures in their procurement questions

The legalistic approach helps provide credibility within the organisation and amongst senior management, but it needs to be accompanied by a moral 'right thing to do/benefits for all' approach.

Some of our 3rd party suppliers are stating they are exempt and that the regs do not apply to third party developed content providers or solutions not developed under the control of the public sector body. this creates quite a challenge!

Suppliers saying something has accessibility features - and then it turns out it doesn't - I think more rigorous questioning about accessibility is needed in the procurement process. Like security - being audited and having the audit available. Losing business may be the only way they invest. And tbh lots of promised features don't appear, not just accessibility

we take a risk based approach, as the number of digital services is vast, high . medium, low based on traffic to the service and what the audience is. You need a way to prioritise otherwise it can be overwhelming and you don't feel like you are getting anywhere!

Are there any testing methodologies aligned to agile practice? i.e. testing components rather than pages, on an ongoing basis rather than at snapshot audit points?

Integrating components together accessibly is a challenge for our institutional CMS - it's a toolkit where editors can build their own layouts within constraints. Difficult to balance!

Very few computer science academics unfortunately have any interest in human computer interaction (usabilty/accessibility)

We've got an '[accessibility league](https://mediacentral.ucl.ac.uk/Play/71193)' in Information Services - set up by Michele Farmer and David Goddard - product teams can get badges (knowledge, design, testing, comms, repair shop).

In a user research project, we found asking for student testimonials about inaccessible practices and resources has been helpful - first person accounts of the direct impact it has had on them can be powerful and this has helped us reach some more reluctant staff.

I've had that experience with Gorilla Experiment Builder - this was their response: "Our understanding is that the accessibility regulations apply only to websites owned by public sector bodies, not to websites used by public sector bodies, which means that they aren't applicable to us."

I realise this is about making IT accessible and a lot about IT process, but you don't' ask the mechanic to design the car

Building accessibility requirements into the frameworks we are all using and evaluating products robustly against them has to be key. Suppliers should soon pick up on which (compliant) competitors are getting our business and which ones are not. If they are not signed up to the moral imperative, the commercial one should speak to them.

Compared to GDPR where the university could be heavily fined and Health and Safety where the the VC can go to prison for corporate manslaughter accessibility is not seen as a big risk.

I've found there are more procurement issues for internal staff systems - people are (thankfully) beginning to think more about disabled students but there is still often an assumption there are no disabled staff - consequently some of the staff systems (things in HR for example) are extremely inaccessible.

# Questions

Does PSBAR need more specific penalties?

Would it be possible to see an example of an Accessibility Policy that we could perhaps adapt?

Is there a way of making frameworks from which HE institutions procure have a standard accessibility requirement to be accepted into the framework? We also use software as a service frameworks, and there is now a push to insist on accessibility, however it is not clearly enough

Who is the audience for your IT Accessibility Policy - is it the department or all University staff and depts?

Accessibility Testing is a subset of usability testing. We should address both, sometimes it is easier to think about usability in the first instance?

Has anyone been able to work collaboratively with their School of Technology to embed accessibility? I'm thinking that they potentially teach what we need to implement.

How do you ensure that the IT department does not own "Digital Accessibility" or is that accepted in your institution?

How can students be used to put pressure on senior management?

Is this work driven by your learning technology departments? How has collaboration with IT and other departments worked?

Are institutions using the Digital Accessibility Maturity Model? If so, how well has that gone?

Is there a role for JISC/CHEST in accessible procurement?