SOE Support Ticket System

In order to streamline support requests and better serve you, the UM School of Education now utilizes a support ticket system. Every support request is assigned a unique ticket number which we can use to prioritize requests and track the progress and responses. Valid support requests include:

- Computer, printer, scanner, or classroom technology needs/issues
- Website changes/updates
- Any other technology-related problem or request
- Assessment System Issues

Submitting a Support Request

Support requests can be submitted by simply sending an email. Depending on your needs, you should send your email to one of the email addresses listed below:

- Assessment System: assess@olemiss.edu
- All other requests: soesupport@olemiss.edu

Please be specific and detailed when submitting a request. The more information you can supply initially, the faster we will be able to resolve your issue.

Responding to a Support Request

After submitting a support request, you will receive an automatic reply via email. If you remember some other information you would like to add, simply reply to that email that has your ticket number (i.e. [#SOE000099]) in the subject. Your reply will automatically be appended to the ticket for us to see.

Likewise, we might need to ask for more information or clarification concerning your request. If so, you will receive an email from us with our message in the email body. Just reply to the message (being sure to leave the ticket number in the subject) and your response will be appended the ticket for us to see.

If an issue has been resolved, please send a new email for a new request. DO NOT reply to an email from an old issue for a new request.
If your Full Check says you have no issues, then you're okay to use this document in any class.

Style tips: your document should be accessible. Run one more Full Check just to be sure.

K. Once you have looked over each page, confirm the reading order, and amended any pertinent

cells as header cells or data cells. Highlight and label each cell in the table.

Table Cell Properties: The Table Cell Properties window will allow you to designate the selected

1. This will display grid lines over the table. Highlight the first row or column. Right click it and select

still up. Draw a box around the table and right click it Select Table Editor.

I don't forget to label any headings or graphs and offer a summary. While the Touch Up Reading Order pane is
h. You can also click the ‘Show Order Panel’ button in the ‘Touch Up Reading Order’ pane and use that panel to confirm the reading order is correct. You can use the ‘Order’ panel to easily rearrange the information.
f. Once you clear the document, you use the crosshair to draw a box around an element and then define that group of text. While this may be a slow process for large documents, this function means that nearly any document can be made accessible in .pdf.

g. Notice in the ‘Touch Up Reading Order’ pane, you can choose whether it displays ‘Page Content Order’ or ‘Structure Types.’ Be mindful of the order that sections are put into as it may not be the order in which you tag them.
5. Confirm the reading order of the document.

a. If you complete steps 1-4, Acrobat will not read any errors in the document. However, the best way to ensure that your document is structured logically and thus able to be conveyed through assistive technology is by checking the reading order of the document.

b. The reading order will tell you the two most important things:
   1) what each section of the document is tagged as to ensure that tables are tables, pictures are pictures, and headings are accurately labelled.
   2) the order in which the information is read. This ensures that a screen reader doesn’t jump across columns or anything else that will jumble the information and make it inaccessible.

c. To check the reading order, click the ‘Touch Up Reading Order’ button in the ‘Accessibility’ dropdown menu on the right margin.

d. Using the ‘Touch Up Reading Order’ pane that opens up, you can highlight areas of text and designate them with particular styles. This should be used to confirm and correct any improper tags placed by the Auto-tag function.
4. Update the document to fix any accessibility issues.

a. Go through the report, item by item. Every one with a red X needs to be fixed. To fix, check, or explain any issue to you, right-click the item and select the action you want from the dropdown menu.

b. By clicking 'Fix,' Acrobat will bring up the corresponding window for you to fill out and update the document.
3. Run and Review a Full Accessibility Check.
   a. To run a full accessibility check, select ‘Full Check’ from the Accessibility dropdown in the ‘Tools’ menu on the right.

   b. Choosing a ‘Full Check’ opens up a new window that asks the particulars of what sort of accessibility issues you want to check. I recommend checking for everything to ensure the best possible finished product.

   c. To run the check, choose ‘Start Checking.’

   d. The ‘Full Check’ will open up another tab on the far left panel, in the same space where the ‘Tags Report’ populated.
2. **Auto-tag the document.**

You can choose to let Acrobat assign tags to the different elements on the page so the document has a logical structure and order. This means that the heading levels, images, tables, and text order will all be labeled as such and an order will be ascribed to them. This is very important if you’re using assistive technology because these tags can tell the technology how the information should be presented and how it relates to each other in a broader sense.

a. I recommend letting Acrobat choose how the document is tagged and assigning them all at once. For most documents, it is easier to let Acrobat auto-tag it and then review and correct those tags than to go through the document tagging each element yourself.

b. To add tags to the document, select ‘Add Tags to Document’ under ‘Accessibility’ in the Tools menu on the right side of the page.

c. Adding tags to the document will open up a sidebar that includes the ‘recognition report.’ While this report has some helpful information and suggestions for fixing, Acrobat includes a much more valuable resource with the full accessibility check.

d. To check the accuracy of the tags you can select ‘Touch Up Reading Order’ in the same ‘Accessibility’ menu where you selected ‘Add Tags to Document.’ You will use the reading order to confirm the structure of the document in Step 5 of this training manual but you can skip ahead to check the accuracy of the tags before returning to this point in the process.
1. Run OCR text recognition.

a. Open up the 'Text Recognition' tab by clicking 'View' from the menu bar, then 'Tools,' and select 'Text Recognition.' It may already be on your 'Tools' menu dropdown that shows on the right margin of the screen when you select the 'Tools' button on the taskbar.

![Image of Adobe Acrobat Pro interface showing 'Tools' and 'Text Recognition' options]

b. While you’re there, check to make sure your 'Accessibility' tab is visible in the 'Tools' menu. If it is not, click on 'Accessibility' just below 'Text Recognition' so that the 'Accessibility' menu will show up.

c. To run OCR, select ‘Aa In This File’ under the ‘Text Recognition’ tab on the ‘Tools’ menu on the right side of the screen. Once selected, confirm how much of the document you want to scan. Generally, you will scan the entire document to make sure all of the text is renderable by Acrobat, and any assistive technology.
ACCESSIBLE .PDFs

7 Keys to more Accessible Documents and Presentations.

1. Images, objects, and graphics need ‘Alt Text.’

2. Video and audio need to have captions or transcripts.

3. The document should have a simple, logical structure (use heading and style tags).

4. Tables and charts need a simple design, proper tagging, and maybe a summary.

5. Use strong color contrast.

6. For links, use descriptive text in the body and appropriate Alt Text. Don’t use ‘click here.’

7. Slides and tabs should have unique names.

Creating an accessible .pdf is a bit more nuanced than Microsoft Office docs. But the path to accessibility is still similar. For .pdfs, I recommend taking 5 steps to ensure the document is accessible:

1. Run OCR text recognition.

2. Auto-tag the document.

3. Run and review a full accessibility check.

4. Update the document to fix any accessibility issues.

5. Confirm the reading order of the document.

The last two steps may take some time, but should only have to be completed once. Once you save a fully accessible .pdf, it is that way indefinitely.
Avoid using red on green, green on red, and often red on blue. These color combinations will make it unrecognizable to someone who is colorblind. To test your slides quickly, view them in grayscale by clicking 'View' on the menu bar and selecting 'Grayscale.'

If you cannot see any of your content in grayscale, you should change the background and font colors of the slides that are affected. If you have confirmed that your content is fully viewable or need to return to the color view to correct anything, select the button 'Back To Color View.'
2. To define whether or not the table has a Header Row or First Column, select any cell in the table. While there, the Menu bar at the top of the screen will have a section that says ‘Table Tools’ above ‘Design.’ Click on that tab to display the ‘Table Style Options.’ Select the appropriate boxes to accurately format the table.

![Excel Table Tools](image)

**Accessibility with PowerPoint**

To make a PowerPoint presentation accessible, you have to make the information on the slides accessible to assistive technology in much the same way you would an Excel spreadsheet or Word doc. This is especially important if you plan on letting students use the presentation as a study guide to be accessed online after class.

Make sure you add Alt Text to images, graphics, etc., summaries to any tables or charts, use effective hyperlinks, and all other basic accessibility concerns mentioned earlier. You should also run an ‘Accessibility Check’ and alter any issues that it finds in the same manner as Microsoft Word and Excel.

When building your PowerPoint presentations, you should keep three things in mind:

1.—Only use audio and video that have captions or transcripts.
2.—Use slide templates but give each slide a unique name—makes them easy to navigate.
3.—Keep a high color contrast—test the slides in grayscale.
Accessibility with Microsoft Excel

Most of the common concerns in Excel Spreadsheets are the same problem and solution as in Microsoft Word. You still need to give Alt Text to any images, graphs, or charts, use effective hyperlinks, and define and summarize any tables. Once your spreadsheet is constructed to your liking, you can run an ‘Accessibility Check’ in the same manner as in a Word document.

Make sure that each individual sheet is given a unique name

Tagging a table in Excel

1. Make sure your table is labelled as such by highlighting the cells that comprise the table and selecting ‘Insert’ on the Menu bar and then choosing ‘Table.’ You may have done this step to create the table in the first place, but either way make sure the visual representation is tagged as a table.
2. Add alternate text to the table:
   
a. Right click on the table and choose “Table Properties”.
b. Click the Alt Text tab in the “Table Properties” dialog box.
c. Add a Title and an alternate text Description.

Creating effective Hyperlinks

1. When you include a website in your document, you want the visible text that is linked to be helpful to anyone using a screen reader. To do this, select the text you want to be a link. Right click that highlighted word or phrase and select ‘Hyperlink.’

2. Define what text you would like to display in the document, put in the entire URL for the link to connect to, and add a ScreenTip so there is text when you hover over the link.
Most Common Accessibility issues

Adding ‘Alt Text’:
1. Any pictures, charts, graphs, etc. require an alternate text description especially if they are integral in understanding the content. To add alternate text, right click on the item and choose ‘Format Picture’.
2. Choose ‘Layout and Properties.’
3. Under “Layout and Properties” open “Alt Text”.
4. Add a title and description.

Using the ‘Styles’ toolbar
1. You should use the ‘Styles’ bar to give your document structure. The style tags you attach to the headings, quotes, book titles, etc. help assistive technology (like screen readers) convey the structure and logic of the document to the reader.
2. Open up the ‘Styles’ toolbar and take note of each of the designations.
3. Go through the document highlighting each example of the included styles. Then click on the correlating style to apply it to the document.

Defining and Labelling Tables
1. If any tables exist in the Word document, the first row needs to be set as a Header Row. To do this: Highlight the first row, right click on it and choose “Table Properties”.
   a. Click the Row tab on the “Table Properties” dialog box.
   b. Select “Repeat as header row at the top of each page” on the Row tab. Click OK.
On this screen, click the button that says ‘Check for Issues’ and then select ‘Check Accessibility’ from the dropdown menu.

2. Word will populate an Accessibility Checker on the right side of the screen.

3. Go through each item in the Accessibility Checker and follow the recommendations and directions listed under ‘Additional Information.’

This is your simplest, best practice for an existing Word document. This is also the same set of steps you would take with Microsoft Excel, Microsoft PowerPoint, and other programs in the Microsoft Office suite.
ACCESSIBLE DOCUMENTS

This document is written for the 2016 edition. To acquire the newest version of Microsoft Office, please contact the FTDC.

7 Keys to more Accessible Documents and Presentations.

1. Images, objects, and graphics need ‘Alt Text.’

2. Video and audio need to have captions or transcripts.

3. The document should have a simple, logical structure (use heading and style tags).

4. Tables and charts need a simple design, proper tagging, and maybe a summary.

5. Use strong color contrast.

6. For links, use descriptive text in body and appropriate Alt Text. Don’t use ‘click here’

7. Slides and tabs should have unique names.

Running an Accessibility Check

Microsoft has included a function in its programs that scans the document for common issues related to accessibility and can instruct you on how to correct them.

1. With your word document open, click ‘File’ in the top left corner to open up the ‘Info’ screen.

![Screenshot of Word document interface]
Audio/Video—All video gets captions. All audio gets transcripts. If you make a video, use a script. Save the script. Turn that script into captions.

Blackboard—Just a tool. You’re responsible for the course content. But Bb has provided the tools to make content accessible. And there are many resources from Bb and other universities.

Blackboard top 5:
- Images get alt text.
- Videos need captions.
- Make attached files accessible.
- Make .pdfs accessible.
- Give students clear instructions and expectations.

Microsoft Office—Word, Excel, and PowerPoint—all contain a very user-friendly accessibility checker.

Creating an accessible word doc.

Creating an accessible PowerPoint.

Adobe also offers an accessibility checking tool and menu in Adobe Acrobat.

Creating an accessible .pdf.

Some free simulations and web tools.

SEE—Chrome extension—Simulates several vision issues by overlaying visual filters on the web page.

NoCoffee—Chrome extension—Similar to SEE—vision disability simulator. NoCoffee contains more options than SEE but they’re both pretty fun.

Fangs Screen Reader Emulator—activate it on any page and it will present a text document that approximates how a screen reader would convey the page.

Color Contrast Analyzer—https://www.paciellogroup.com/resources/contrastanalyser/—For Windows and OS X—Free to download to your computer. You can pull two different colors off of your screen and see if their contrast meets WCAG AA or AAA contrast. Great for .pdfs.

WAVE by WebAIM—wave.webaim.org—Probably the best tool to analyze a single web page. Use the plugin for Chrome or visit their website and enter the URL for any webpage you would like to test. Wave’s sidebar allows you to look at any issues, locate them on the page, and even remove the styles to pinpoint exactly where specific issues may occur in the code. If you’re just looking for a cursory assessment, you can also pull that from the info this tool provides.

How to test a webpage for keyboard navigation.

How to use Wave by WebAIM to scan a webpage.

Screen Reader demo

https://youtu.be/wpdiPf57Wak?t=6m45s—screen reader user accessing a .pdf. The video should start at the 6:45 mark. He will try to navigate two .pdfs that have been tagged differently.

accessibility@olemiss.edu
Accessibility in Higher Ed in 2 pages

Accessibility generally includes making content flexible enough to reach the broadest possible range of users regardless of their physical abilities.

Accessible means generally usable and compliant with any pertinent assistive technology.

Course materials and any university documents or digital content should be both usable and accessible.

7 Basic Considerations for digital content:
- Images, objects, and graphics need ‘Alt Text.’
- Video and audio need to have captions or transcripts.
- The document should have a simple, logical structure.
- Tables and charts need a simple design and proper tagging.
- Links need descriptive text that doesn’t include ‘read more’ or ‘click here.’
- Strong color contrast
- Can I navigate the site with my keyboard?

Why do we have to do anything?

Rehabilitation Act of 1973—prohibits discrimination based on a disability for any federal employee, contractor, or anyone receiving federal financial assistance.

Section 504 dictates that the needs for disabled students are met as adequately as the needs of non-disabled students.

Section 508 says technology procured, developed, maintained, or used by federal government must be accessible to all peoples.

Americans with Disabilities Act of 1990 extended protection to all ‘places of public accommodation.’ Discrimination is also prohibited in all “services, programs, activities, goods, facilities, etc.”

2010—Standards for Accessible Design—the Internet is a ‘place of public accommodation.’

http://webaim.org/articles/laws/usa/rehab --a rundown of the legal issues.

Common Course Materials and their accessibility concerns

Textbooks—Does publisher offer an alternate format? Is there one elsewhere online?
  Does the textbook include a digital component? Is there an e-book?
  Are the digital components accessible?

Academic Journals—generally a .pdf. And generally easy to make accessible.
  If reusing materials, you can keep a copy handy and never worry about it.

Websites—Is the site part of the curriculum or crucial to the class experience?
  Learn a short test—keyboard nav and wave.webaim.org

Created Documents—Microsoft and adobe provide tools to make Word, Excel, ppt, and pdfs accessible.
  Syllabus—A clear and thorough syllabus can change a disabled student’s semester.
Present: Wells-Dolan, Soares, Holleman, Niemeyer, Hopkins, Coleman, Rock, Abernathy, Monroe, Crews, McClelland

I. Accessibility in Higher Education (handouts)
   UM hired two people to deal with accessibility for students with special needs. Videos shown in class need to captioned are an example of making sure we are being accessible to our students.

II. SOE Support Ticket System (handout)
    Purpose is to streamline support requests and better serve SOE.

III. Emergency Management Plan
    Dr. Ryan Niemeyer showed the team a draft plan for handling emergencies in SOE – active shooter, fire, bomb threats, etc. Dr. Niemeyer is still working with UPD to finalize a plan/training. Details will be added to SOE website once finalized.

IV. Chancellor Vitter’s Investiture: November 10, 2016 at 3:00 pm in Ford Center
    Details can be found at chancellor.olemiss.edu

V. New business
   Dr. Susan McClelland asked about the building getting a defibrillator. Dr. Niemeyer advised he would check into getting one.

   An estimate is being done for Guyton Hall to get a Hydration Station for filling water bottles.

   Guyton Hall new furniture in foyer arrived.

   Fall faculty meeting is Thursday, August 18, 2016.